AMERICAN
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Established 1859 Pioneer of the Gas Industry
NEW YORK, WEDNESDAY, OCT. 13, 1926, ATLANTIC CITY, N. J.

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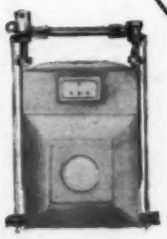

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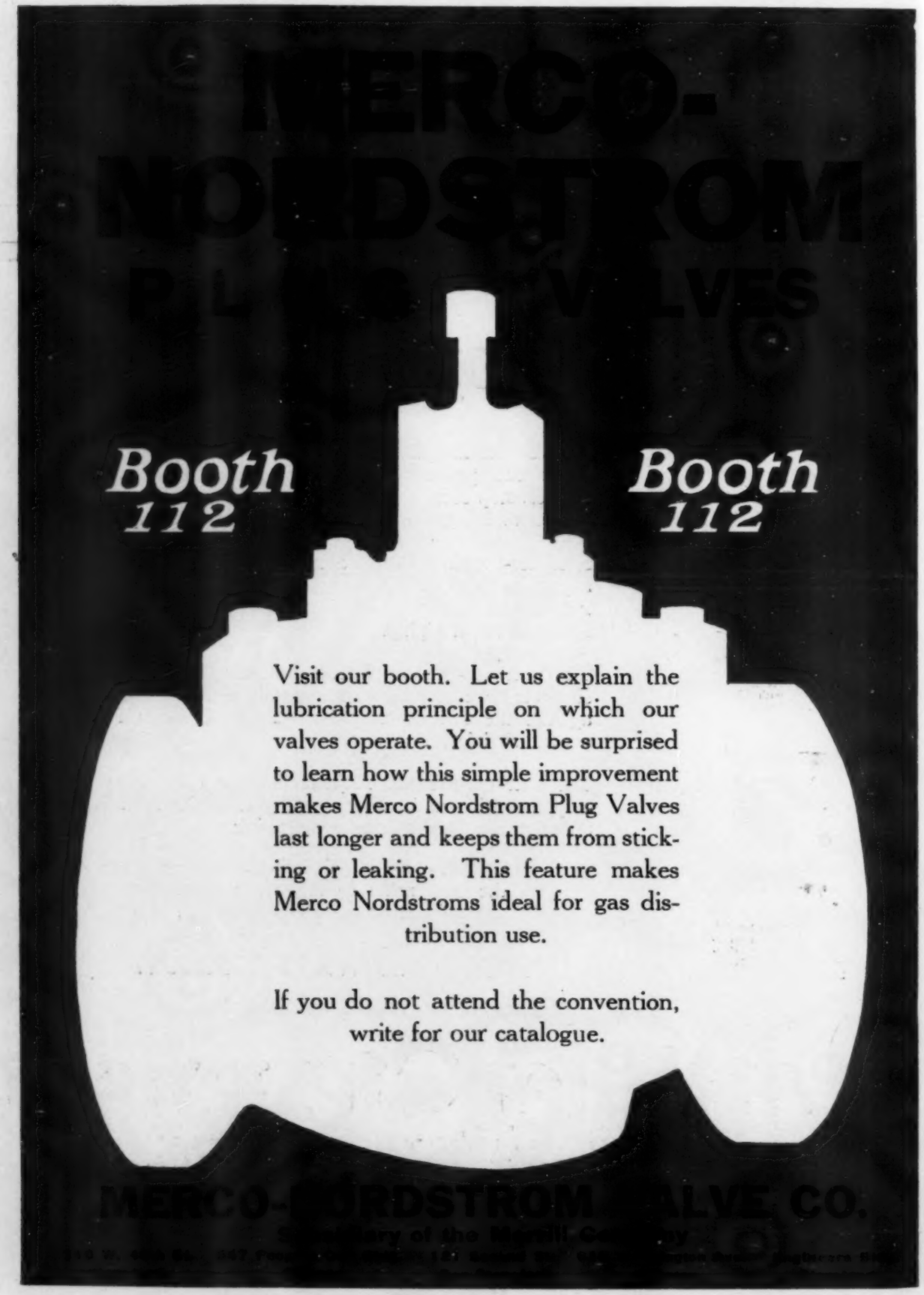
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American
GAS JOURNAL

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1926 Convention Officially Opened

A. B. Macbeth Elected President in First General Session

The general sessions of the Eighth Annual Convention of the American Gas Association Opened in the theatre of the Million Dollar Pier at ten yesterday morning.

The retiring president, H. C. Abell, made a few opening remarks, greetings from gas organizations in countries all over the world were read, and the reports of treasurer Henry Morris Brundage and Secretary-Manager Alexander Forward were read, and accepted as read.

A letter of greeting from Herbert D. Hoover, Secretary of Commerce, was presented and read.

An engrossed copy of a resolution of appreciation from the Executive Committee of the Association was given to Mr. Brundage, the retiring treasurer, and Mr. Abell, the retiring president. The resolution expressed the gratitude of the directors for faithful and efficient service to the Association during the term of office of the two men.

Testimonial Given to H. M. Brundage

DeWitt Clinton, the Chairman of the Accounting Section who offered the testimonial to Mr. Brundage, in commenting on the work of Mr. Brundage from 1920 to 1926, said: "The annual financial report has always been looked forward to by the gas men, not for the figures the report contains, but for the personality behind them. When the financial condition of the Association was not so good as it was today, and the funds were low, Mr. Brundage made his report in such a pleasing manner that no one cared whether we had money or not.

Silver Gavel Presented to Mr. Abell

A silver gavel, inscribed with his name and the occasion, was given to the President, Mr. Abell, to use during the sessions of the convention this week.

A. B. MACBETH
President American Gas Association

The president's address which followed gave a resume of the year's work in the general body and in the different sections, and also outlined the future of the Association. The "three to five year program" is the the dominant point in the minds of retiring and incoming officers, according to Mr. Abell. His talk was well received, and indicated that he had been a popular president of the A. G. A.

The proposed amendments to the Constitution were passed unanimously on recommendation of T. N. McCarter, chairman of the committee.

A. B. Macbeth Elected President

William M. Crane, chairman of the nominating committee, made the next report and nominated for president, A. B. Macbeth, of Los Angeles; for vice-president, Oscar H. Fogg, of New York, and for treasurer, C. E. Paige, of Brooklyn. The nominees were elected unanimously.

Mr. Macbeth expressed his sensibility of the honor which the Association had conferred upon him by electeing him to the highest office in its power to give. He said that he hoped to see the day when the gas industry would supply both the industrial and domestic fuel of the world, and that when that day came the homes of the people would be cleaner and healthier. He closed his brief remarks with a tribute to his predecessor, Harry C. Abell, of New York, vice-president of the Electric Bond and Share Company, who completed a two-year term.

First Pacific Coast Man Elected to Presidency

This is the first time in the history of the national organization

of manufactured gas men that a Pacific Coast executive has been honored with the presidency.

Mr. Macbeth was born in Greenville, S. C., in 1873. In 1897 he graduated from Stevens Institute of Technology, Hoboken, N. J., with the degree of mechanical engineer and entered the employ of the Sturtevant Company of Boston. He later joined the United Gas Improvement Company of Philadelphia, and in 1899 went with the Atlanta Gas Company. The following year he became assistant superintendent of the Kansas City Gas Company, and in 1910 was made general manager of the Kansas Natural Gas Company. Four years later he became vice-president and general manager of the Southern California Gas Company and Midway Gas Company. He was made executive vice-president of the company last year.

Oscar H. Fogg Elected Vice-President

Oscar H. Fogg, vice-president of the Consilidated Gas Company of New York who was elected vice-president, is a leading figure in the gas industry. Mr. Fogg is the youngest vice-president of the large metropolitan utility.

Mr. Fogg entered the gas business as an office boy with the

OSCAR H. FOGG
New Vice-President American Gas Association

Silver mounted gavel presented to Harry C. Abell, vice-president, Electric Bond and Share Company, New York, N. Y., by the American Gas Association at the termination of his two-year term as President of the Association.

DEPARTMENT OF COMMERCE
OFFICE OF THE SECRETARY
WASHINGTON

September 25, 1926

Mr. H. C. Abell, Pres.,
American Gas Association
342 Madison Avenue
New York City

My dear Mr. Abell:

I wish you would extend to the Convention of the American Gas Association my greetings and best wishes for a most successful meeting.

The many activities of the Association looking toward greater stability of the industry, the elimination of waste and improvements in its methods and processes certainly commend it as one of the outstanding efforts of American industry. I am particularly interested in the results achieved in the direction of standardization. The cooperation between your association and this Department through the Bureaus of Standards and Mines and other branches of the Department, has been a relationship of constant productive results and great personal satisfaction to me. It represents not only that fine cooperation which can be brought about within an industry through such an association as yours, but also the cooperation which can be brought about by the government with industry in a spirit of helpfulness rather than a spirit of destruction.

Wishing for you the greatest sphere of usefulness in an expanding industry, I am

Yours faithfully

Herbert Hoover

United Gas Improvement Company of Philadelphia. In 1901 he became superintendent of the Newton and Flushing Gas Company, at Flushing, Long Island, and subsequently had charge of the construction of the gas works and distribution system of a new plant at Ocean City, N. J. Following its completion he was given charge of its operation.

In 1904 he entered the employ of the Consolidated Gas Company in the Department of Mains and Services and continued as engineer of that department until 1910, when he was assigned to special research which included investigation of gas-making processes, utilization of by-products and similar matters. He made a study of utilization methods in Europe and the United States, and in 1912 was appointed Engineer of Utilization of the company, organizing the Department of Utilization. He continued at the head of this department until 1917 when he entered the army.

On his discarge from the army in 1919, with the rank of Lieutenant-Colonel, Mr. Fogg was appointed secretary-manager of the American Gas Association. In November, 1924, he returned to the Consolidated Gas Company as vice-president in charge of commercial relations, customers' service and utilization.

Advertising

James O'Shaughnessy, executive secretary of the American Association of Advertising Agencies, spoke to the first general session of the Gas Convention on "Advertising, Your Industry's Opportunity."

"The old days, when advertising agencies, tried to sell the idea of anybody and everybody advertising, and spending as large an appropriation as the agencies could argue them into spending, are gone," said Mr. O'Schaughnessy.

"Agencies today have the more modern and efficient concept of adapting the advertising to fit the advertiser.

"This is the day of business research, the study of markets. Perhaps, the survey will show that the man shouldn't advertise at all. If so, the ethically-conducted agency will so inform him.

"Advertising men believe that advertising should pay a profit to the advertiser during the first year, in order to justify itself.

"The national advertiser, however, looks beyond cash profits. He wants to serve, to be a better citizen.

Smoke Abatement

"Gas men are looking to smoke abatement to prove their desire to serve. In factory communities, the problem of smoke abatement puts a heavy tax on the finances of the community. Advertising can show the public that gas is the solution to the smoke problem, and it is the logical step for the industry to take," stated Mr. O'Shaughnessy.

Mr. Abell endorsed his remarks with the statement that his own personal sympathies were heartily in favor of advertising.

Memorial Read By W. J. Clark

The meeting closed with the reading of a memorial to dead gas men. William Judson Clark of Yonkers read the memorial, and the names of the dead, while the delegates stood.

After the general sessions an executive meeting was called. The following nominations were made, nominees being elected unanimously in all cases.

The nominating committee for 1927 will be: Burton Smart, of Portland, Me.; W. A. Dunkley, of Memphis, Tenn.; Mr. Evans, of St. Louis; F. J. Schafer, of Los Angeles; H. I. Norton, of Boston, and P. S. Young, of Newark, N. J.

The committee on resolutions will be: Charles A. Monroe, of Chicago; J. S. DeHart, of Newark; Oscar H. Fogg, of New York; B. J. Mullaney, of Chicago, and H. B. Brown, of Milwaukee.

Commercial Men Crowd First Meeting

Discuss A. G. A. Laboratory, Displays Etc.

The first meeting of the Commercial Section of the A. G. A. in Room C, Young's Pier, proceded to business yesterday afternoon with an address by R. J. Canniff, chairman, Standard Gas Equipment Corp. of Chicago.

J. P. Hanlan, Public Service Electric & Gas Co., of Newark, N. J., put in nomination for chairman, J. J. Burns, Laclede Gas Light Co. of St. Louis, and for vice-chairman, G. M. Karshner, Consolidated Gas Co. of New York. Both were elected and accepted with a few appropriate remarks.

L. W. West, Jr., newly appointed secretary of the Commercial Section of the A. G. A., made a few remarks.

Floyd W. Parsons addressed the meeting on the subject of "Domestic Gas Facts and Fancies," and entertained those present by fanciful flights and humorous anecdotes. Petroleum, water-power and sunshine received attention and the increasing use of oil-burners in home heating.

A. B. Macbeth Addresses the Meeting

The meeting paused a while to enjoy a brief visit from A. B. Macbeth, Southern California Gas Co., of Los Angeles, the new president of the A. G. A. He gave a humorous defense of the Natural Gas men as being probably a bit more practical than their brethern and suggested room for improvement in removing the inconsistences in rates.

A. G. A. Laboratory Work Discussed

R. W. Gallagher, East Ohio Gas Co., of Cleveland, followed. His subject was "The New Force Behind Gas Sales." Reviewing the various problems of the industry viz early production problems, the expansion of cities with distribution problems, the commission method of regulating

rates, etc., he came to the present day with its problem—the selection of equitable rates. He emphasized the importance of cor-

R. L. CANIFF
Retiring Chairman Commercial Section

dial relations with customers and of supplying good quality gas and appliances for use therewith. He summarized the first year's work of the A. G. A. Laboratory in testing ranges, etc., and mentioned the cooperation of the Bureau of Standards, Bureau of Mines, Public Service Commissions, etc. Quotations were given from a letter from Secretary of Commerce Hoover to the president of the A. G. A. It was news that the Canadian Gas Association meditated the adoption of the A. G. A. standards. Manufacturers should consider the cost of securing an A. G. A. rating as a low charge for development on their appliances, he claimed. The seal of A. G. A. approval should be adopted by the Commercial Section. Already a noted improvement was apparent in manufactured gas appliances. About 570 manufacturers with 5,000 appliances were in line for test. Eighty thousand dollars in salary and equipment had been expended by the A. G. A. Laboratories and an appropriation in excess of that had been approved for next year's work. A special committee had been appointed to recommend a National Advertising Campaign for the gas industry. Trouble has developed due to a two-standard policy of some manufacturers — an approved and a lower grade of appliance.

To Appoint Resolution Committee on Exhibits

A discussion followed a motion, later carried, to appoint a committee to draft a resolution regarding the exclusion from sale, or exhibition by A. G. A. members of appliances not bearing the A. G. A. label. R. M. Conner, director of the A. G. A. Laboratories, and others, suggested more tolerance for a period to give manufacturers an opportunity to submit, but the motion was carried.

Mr. H. C. Abell, Electric Bond & Share Co., of New York, thought the two-grade product problem would in time adjust itself and assured the meeting the A. G. A. Laboratories were here to stay.

At Booth 201 copies of A. G. A. specifications and instructions for test applications may be obtained.

Mr. Wm. Steusgoard, International Display Men, spoke interestingly on the value of window display. Mr. T. F. Kennedy, Henry L. Doherty & Co., of New York, spoke on building the domestic load through merchandise sales. He said:

"The gas companies should not consider only the immediate profits when installing or selling house heating to their customers. It is necessary to sell house heating in order to compete not only with oil and coal, but with all kinds of electric appliances which are coming into the home.

"In other words, once you have installed a house heating system operated with gas you make it that much easier for gas to be sold for all other purposes and just that much harder for the electric range to get a foot hold in that home."

J. E. Davies, Peoples Gas Stores, Inc., Chicago, Ill., spoke on the same general subject and told about the sale of kitchen conveniences in the gas company's premises.

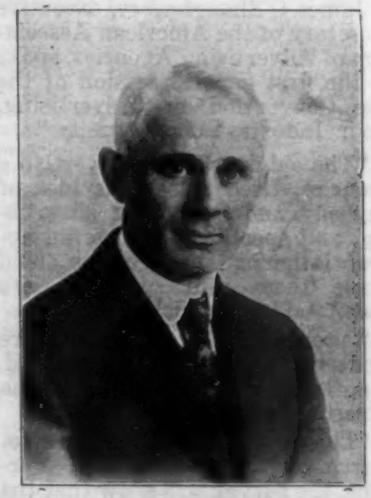
Practical Testing of Welded Cast Iron Pipe

A line of welded cast iron pipe, 1500 feet long, is now being installed at Burlington, N. J. This line will be tested under actual working conditions and is provided with test pits so that a study may be made of the expansion and contraction of the line with changing weather conditions. Additional tests will be made on the holding power of various soils. The installation is being made by the U. S. Cast Iron Pipe Co. at their Burlington plant in conjunction with the Linde Air Products Co. Tests will be made periodically and when any decided change in the weather occurs. This is the first time that comprehensive tests will be made on the expansion and contraction of cast iron pipe under actual working conditions.

Interested gas men are cordially invited to inspect this line at any time during the Winter.

Philmer Eves on Home Service

Mr. Philmer Eves, father of Home Service Movement, has this to say, "Home Service has been operated for many years but has been controlled and standardized for four years. Now there are Home Service Departments in many cities and towns throughout the country and the movement has even taken root in Australia.



C. E. DAVIES
Director Peoples Gas Stores, Inc., Chicago, Ill.

Technical Men Meet On Million Dollar Pier

Chemical Progress and Water Gas Discussed
W. C. Beckjord Elected Chairman

The opening meeting of the Technical Section of the A. G. A., assembled in convention at Atlantic City, was held yesterday in meeting room "A" on the Million Dollar Pier. The meeting was opened by J. P. Haftenkamp, of the Rochester Gas & Electric Corp., Rochester, N. Y., chairman of the section. Mr. Haktenkamp spoke regarding the work of the section and the plans that have been formulated for future work.

The chairman's report was followed by a report of the Nominating Committee, of which R. C. Cornish, of the American Gas Company, of Philadelphia, Pa., was chairman. Mr. Cornish reported the following nominations:

Walter C. Beckjord, American Light & Traction Co., New York City, chairman, and Harry E. Bates, The People's Gas Light Co., Chicago, Ill., vice-chairman.

Two important papers were read at the meeting, one by A. C. Fieldner, on the Bureau of Mines at Pittsburgh, chairman of the Chemical Committee.

Chemical Progress

Mr. Fieldner's paper related to "Progress in Science" in its relation to the gas industry. He dealt with the various developments that have been taking place along chemical lines of a theoretical or scientific character, and the practical application of these scientific investigations to the manufacture, purification, etc., of gas.

Mr. Fieldner's paper was followed by one by L. E. Knowlton, of the Providence Gas Co., Providence, R. I. Mr. Knowlton's paper was a presentation of the Water Gas Committee report. It contained a resume of the work done by this committee during the year.

Water Gas

The report of the Water Gas Committee this year was as usual a very comprehensive document. This report was printed beforehand and distributed before the meeting, a procedure which is being followed out with reports of various committees at this Convention.

The chairman of the Water Gas Committee was Francis E. Drake of Lynn, Mass. The report is divided into three sections. The first is the Operators' Section, of which W. G. Rudd was the chairman. The second is the Uncarburetted Water Gas Section, of which A. W. Lee, of Louisville, Ky., was the chairman. The third part is the Builders' Section, of which Thomas W. Stone, of Fort Wayne, Ind., was chairman.

L. J. WILLIEN
Byllesby Engineering & Management Corp., Chicago.

The Operators' Section contained a number of papers on various operating subjects, such as oil gas machines, waste heat and illuminating gas boilers, steam generators, refractories, bituminous coal operation, oil gas machines, and educational matters.

The Uncarburetted Water Gas Section dealt with the operation of a producer using bituminous coal and coke mixtures in a 12-foot water gas set.

The Builders' Section described a number of developments submitted by manufacturers of water gas apparatus and appurtenances and also wrinkles submitted by operating companies.

"Them Were the Days"

One old-timer met the President on the pier yesterday and, cornering him in one section of one of the many booths, started reminiscing with him over the conventions of by-gone days.

"No sir," said he. "This convention is alright but it isn't like those of by-gone years. Those days we had to have a suitcase when we came in the hall. As we walked up one aisle we had so much stuff thrown at us that we had to have our grip handy. When we reached the end of the aisle our grip was full. Then we dumped it and started back up the other way. And again the grip was filled. But you can't carry furnaces and heaters around with you.

"And the convention sessions are different too. We used to open the convention with prayer —and the police closed them.

"No sir. Things ain't like they used to be."

And sighing he left the President to think over his words and started on down through the exhibit booths.

Home Service Cake for Wednesday Evening

A mammoth cake will be baked by Mrs. Francis S. Mathis, of the New Haven Home Service Department, to celebrate the fourth Anniversary of the organization of the Home Service Committee. The cake will be two feet in diameter. It will be frosted. On the top will be the symbolic letters H. S. C. This cake will be on exhibition at the entrance of the large meeting hall Wednesday afternoon.

Accounting Men Meet in First Section

Relations With Customers, Principally Discussed
A. L. Tossell Elected Chairman

The opening Session of the Accounting Section was held yesterday in the Rose Room of the Hotel Traymore in Atlantic City. It was the first meeting of the Section at the 1926 Convention. Meetings will also be held on Wednesday and Thursday afternoon.

The meeting was opened by the Chairman, DeWitt Clinton of the Worcester Gas Light Co., Worcester, Mass. Mr. Clinton in his address to the Section, pointed out the importance of the accountant in the gas business today, particularly in that the business is progressing so rapidly. All sorts of statistics and data are required, and it is the accountant's duty to develop this information. He pointed out that the program of the Accounting Section of 1926 Convention covers a variety of subjects, all of which are of great interest, not only to accountants and statisticians, but to office men, distribution men, engineers and executives.

Mention was also made of the fact that the Accounting Section, through its Exhibit Committee, has arranged for a very instructive and interesting Exhibition on the Million Dollar Pier, which all gas men are urged to visit.

He pointed out that the principal subject and discussion at the meeting was the report of the Committee on Relations with Customers. This is a most important subject and one to which the Accounting Section has always given considerable attention.

A. L. Tossell Elected Chairman

The Chairman's address was followed by the report of the Nominating Committee, of which H. C. Davidson of the Consolidated Gas Co. of New York was Chairman. The Committee reported the following nominations:

For Chairman—A. L. Tossell, People's Gas Light & Coke Co., Chicago, Ill.

Vice Chairman—Edward Porter, United Gas Improvement Co., Philadelphia, Pa.

The aforementioned gentlemen were elected to their respective offices and were invited to say a few words to the meeting. They expressed their appreciation of the honors bestowed on them and they asked for the support of the 800 members of the Section in continuing the Accounting Section activities.

A. S. GOLDSBOROUGH
Consolidated Gas Elec. Light & Power Co., of Baltimore

The election of officers was followed by a report of the Exhibition Committee, of which Sydney Curren, of the Public Service Electric Light and Gas Co., Newark, N. J., is Chairman. This in turn was followed by the Report of the Insurance Committee, of which J. G. Reese, of the Consolidated Gas, Electric Light & Power Co. of Baltimore, Md., is Chairman. The Committee reported on the questionnaire sent out to a number of companies relating to fire insurance, and also gave a brief outline of what is known as "Use and Occupancy Insurance," indicating how it should be used, and its advantages. Attention was also paid in this report to property damage insurance and earthquake insurance. A brief mention was made of the importance of fire prevention and protection.

Relations With Customers

The final business of the meeting was the report of the Committee on Relations with Customers. This report was made through the Chairman, J. M. Robert of the People's Gas Light & Coke Co., Chicago, Ill. The report o fthis Committee, as usual, was a very comprehensive document, embracing a number of phases of work, which was handled by sub-committees or by the individuals selected from the personnel of the committee.

The work of the Committee this year was divided into three separate sections, each of which was handled by a special sub-committee.

Thus the sub-committee, of which A. R. Keller, Syracuse Lighting Co., Syracuse, N. Y., was Chairman, dealt with the relations between the gas company and the new customer. The sub-committee of which M. Elton Brown, Brooklyn Union Gas Co., Brooklyn, N. Y., was concerned with gas companies' correspondence with customers. The third section of the report was concerned with cooperation by the Public Utilities in public improvements. The chairman of this sub-committee was R. F. Bonsall.

Margaret Hutton Lectures on Girl Scouts' Breakfast Menu

Miss Margaret Hutton, B. S., Domestic Science Director of Westchester Lighting Company, interested her audience with a splendid lecture demonstration on, "Girl Scouts' Breakfast Menu." Miss Hutton's lecture was filled with recitals of her experiences before various groups of Girl Scouts. She told of a Girl Scouts Rally from all over the world.

The girls were entertained on the estate of a resident of Dobbs Ferry, Westchester County, New York. Miss Hutton said, "They were the most eager and vivid audience I have ever talked to."

National Advertising for Gas

Publicity and Advertising Section Hold Symposium on This Important Problem

Any gas association member who is in the least in doubt that advertising will prove beenficial to the expansion of the industry should have been present yesterday afternoon when a National Advertising Conference was held in the Hotel Traymore under the auspices of the Publicity and Advertising Section of the organization.

At this meeting some of the leaders in both the gas industry and in the advertising field presented arguments in interesting speeches which not only convinced their listeners that advertising would bring about an increase to the industry but that every day's delay in failing to take advantage of advertising meant a loss of business that might be had and proved an asset to competitive industries and trades.

Frank L. Blanchard, chairman of the section, presided at the conference and submitted his report of the year's work.

FRANK LE ROY BLANCHARD
Retiring Chairman Publicity and Advertising Section

President Abell Addresses Meeting

National President Abell was also among the audience and was called on to say a few words. He declared that many of the Utility executives of the nation even today fail to realize the benefits to be derived from advertising and that it is the main duty of the publicity section to "sell them" on the subject. He added that it is the duty of every individual company to awaken to the powers of advertising and to use this medium: 'With this, and with a furthering of the work of the State Information Bureaus," said Mr. Abell, "will come a better understanding with the public which will make possible the financing without difficulty of the great undertakings that will be necessary in the industry in a few years."

H. C. Clark Elected Chairman

Harlow C. Clark, of Newark, and Frank Gardiner, of Chicago, were nominated and elected to the offices of Chairman and Vice-Chairman for the coming term. Following this retiring chairman Blanchard was presented with a gift of appreciation by the members of the section for his untiring work for two terms as the section's leader. He responded with appropriate remarks, in which he said that with a closer co-operation between the company executives and their advertising men would come a better result in styles of advertising.

Joe Carmichael Talks on Gas

Joe Carmichael, director of the Iowa Committee on Public Utility Information, was the first speaker of the day and presented a strong address on the subject, "Who Knows About Gas and Why Not?" He declared that the gas industry must tell the people about themselves for three reasons: in order to sell service; in order to sell the utility and to get a better understanding between the public and the companies. "Within a few years millions of dollars will be needed to care for the demands on the industry," he said. "This money must come from the public." Pointing out that other undertakings likewise are going to make demands on the public and bid for the saving of the nation he said that the business which is best understood by the investor is the one to get the funds. "We can't get the public money until we have secured the public's interest," the speaker said.

Pointing out a few facts which the public should know, Mr. Carmichael said the first was the economy of the industry and its rank with other industries. The growing importance of industrial gas use, efforts of the laboratory; efforts to discover new and improved means of production and uses; efforts to produce gas at a low cost and at a moment's notice were a few of the other matters which he said should be told. "When they have become acquainted with these facts they will clamor for our securities like the proverbial child for Castoria," he added.

Local Newspaper Medium

"We know how to tell the people but we don't want to pay for it," he declared. "The local newspapers are the best and quickest medium for reaching the consumer, for the gas industry differs from national industries," said the speaker. "It is difficult to find a user of a gas stove who is not a

HENRY L. DOHERTY

reader of the newspapers," he said in pressing his point. By concentrating in the present field and spreading out in the edges of the communities at present served local companies can do much better than to endeavor to open new and more distant territory was another point in this address. "If we can't get the interest and good will of the public and the editors through advertising copy we can't reach them through clip sheets. Newspaper editors are very good friends of the industry. By winning the public's interest and confidence we will be able to get their investments at one quarter per cent less and finance our campaigns of the future," he added in closing.
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Henry L. Doherty Addresses Meeting

Henry L. Doherty was an unprogramed speaker called on by the chairman and gave a talk containing both humorous comments and terse facts. "Talk to the public in words they understand," was the advice given to the advertising men by him. "Make the people understand they are getting good service and fair treatment and give your advertising department the full co-operation of every department of the company in giving service to the public. When you have done this your company will be beyond criticism. The gas industry's advertising must be of the kind to earn the public confidence and good will."

W. S. Lockwood Talks on Methods

W. S. Lockwood, advertising manager of the Johns-Manville, Inc., New York, was the last speaker of the day. He told of advertising methods used by his and other industries of the nation and the results that have been achieved by them. He went over interesting figures regarding advertising appropriations of these companies and the value which is placed by them on trade marks as a result of national advertising campaigns.

"After all the care and study which may be bestowed upon a national advertising campaign, it must narrow down to the very essence of simplicity," he said. "The message with which you wish to reach the greatest possible number of human minds must be simple. We must not forget the importance of our essential message. All of the great ideas that have contributed to the world's progress have been so simple that the average man might easily comprehend them, because, in the end, it is the average man upon whom we depend for nearly everything. The details of your campaign may be highly technical, tremendously involved and complicated, as they probably will be, but your essential message must be as simple as the plain statement that 'Gas is the ideal fuel'."

A general symposium, in which several prominent advertising agency executives presented views on the subject of national advertising in connection with the gas industry, closed the meeting.

Industrial Men Discuss Sales Organization

Henry O. Loebell Elected Chairman of Section

The first meeting of the Industrial Gas Section was opened yesterday afternoon with the report of Chairman F. F. Cauley.

In part Mr. Cauley's report brought out the following salient points.

The Industrial Departments of the various gas companies must make a close study of industrial gas furnaces as turned out by the manufacturers of the same insofar as their application to the particular heating problem is concerned.

An encouraging change of attitude on the part of industrial prospects is being evinced. That is, plant superintendents are beginning to increasingly turn their thoughts from oil and electricity toward gas as the ideal fuel for their heating needs.

The manufacturers of gas equipment must have a sufficient and ready market for their products with enough profit to make their whole-heated cooperation worth while.

There is urgent need for a thorough study of gas rates to the end that a real functioning industrial gas rate will be available.

Bluntly presented the gas industry is in need of better heating equipment. Therefore gas companies should lend their support to research and assist appliance manufacturers.

In concluding his very concise but exhaustive report Mr. Cauley stated that it was his conservative opinion that industrial gas sales should double in the next few years.

Ladies! Home Service Invites You to Its Booth

You will always find a welcome and catch a glimpse of home if you call at the Home Service Booth. It is a cozy corner lecture Booth. It is a cozy corner worth your close attention. Interesting seated lecture demonstrations occur at 10 and 2:30 every day.

F. F. CAULEY
Retiring Chairman Industrial Gas Section

Henry O. Loebell Elected Chairman

The nominating committee next presented the following names for office next year: Chairman, Henry O. Loebell, President, Surface Combustion Co.; vice-chairman, F. C. Mackey, Public Service Co. of Northern Illinois, Chicago, Ill.

Mr. Loebell was called to the front for a few remarks. He said, in part:

No section of A. G. A. gas activity needs more organization than the Industrial. There seems to be no consistent national policy in industrial sales by gas companies. Hence there should be brought about the consummation

RALPH L. MANIER
Industrial Fuel Engineer, Syracuse Lighting Co., Syracuse, N. Y.

of a more uniform sales policy on the part of gas companies. This the Industrial Gas Section should strive for. This seems to be the big problem for the coming year.

The cost of securing industrial load is quite important for study. The men on the Industrial Gas Committees do not get paid for their service but they should bear in mind that they are acquiring by contact with big business men experience and opportunities that will later prove of tremendous value to them.

Mr. Loebell drew a goodly round of applause for his concise and forceful remarks.

The Industrial Gas Sales Department; Its Organization and Operation

D. A. Campbell, who prepared this paper, remarked as follows:

"In a broad sense industrial gas is used to cover all gas sold for other than strictly home use or house heating. Hence the following sub-divisions would seem to comprise the field of activity for industrial gas usage.

1. Hotel and restaurant.
2. Large volume water heating.
3. Food baking.
4. Steam boilers.
5. Metal melting.
6. Heat treating.
7. Industrial baking and drying.
8. Brick and Ceramic Burning.
9. Miscellaneous and special.

"Gas should be sold at a reasonable cost. Further there should be presented to the management data on which new or improved rates may be introduced. The industrial gas sales department should act as advisers to industrial users.

Very Vigorous Discussion

Space restricts further comments on Mr. Campbell's valuable paper. Mention might however be made of the fact that considerable discussion was evoked which Chairman Cauley stated was one of the most vigorous he had ever heard. This discussion chiefly concerned with how industrial salesmen should be trained and their basic qualifications.. Also the matter of the proper industrial rates was frequently brought to the fore of the discussion.

The final report was that of the Survey Committee of which R. L. Manier, Syracuse Lighting Co., war chairman.

Ammonia and Gas

John Morris Weiss and Charles Raymond Downs Discuss the Ammonia Situation

Ammonia is an important product of the gas making process, and it has always been so. But perhaps its significance has never been so marked as at the present time. Not only does this pertain to the utilization of this product in the form of ammonium sulphate which is always becoming more important as the soil becomes exhausted and requires more intensive fertilization, but also to the problem which is facing the gas industry today, brought about by the advent of synthetic ammonia.

What the gas industry will soon have to decide is what to do with its ammonia. For the market for this substance is changing every day and has already been materially altered by the entrance of ammonia made synthetically from air. It has been pointed out that it will be necessary for the gas companies either to manufacture sulphate themselves or else sell their ammonia to some central manufacturing establishment.

When asked their opinion regarding the ammonia situation and the future of this by-product. Messrs. Weiss and Down had the following to say:

JOHN MORRIS WEISS

"The proper return from by-products is a matter of extreme importance to all gas works and especially to those carbonizing bituminous coal, where coal tar and ammonia are always formed in the carbonizing process. The past general practice of the gas work has been to collect the crude tar and crude ammonia liquor, sell the former as such to tar distillers and concentrate the latter to about 15 per cent crude ammonia liquor to be sold to the producers of aqua and anhydrous ammonia. Economic conditions in the field of these by-products is subject to change and in order for the gas works to obtain the maximum return it is necessary to keep in close touch with the commercial side of the by-products so as to be able to alter their policy of disposal as the broad basic market conditions trend in new directions.

"With few exceptions, gas works have sold their tar to other interests to work up and market in the form of various crude and refined products. One large gas works has for many years handled their own tar, largely in the field of road compounds and has apparently been very successful in this venture. In England it is rather general practice for the gas works, even the small ones, to have a tar distillation unit, producing road tars to be sold and used in the location of the plant. Whether this would be good business for the smaller coal gas plant is an open question, but certainly in some cases, where the character of the tar produced makes it especially applicable to road compound work and where the local market conditions are favorable, a much higher return can be obtained by the gas works treating their own tar and selling the products obtained locally. The extra revenue obtained in this way may very conservatively be around three cents per M. coal gas produced, which certainly is not an inconsiderable item in the gas works revenue.

The Ammonia Problem

"On the ammonia side, the gas works are today face to face with a very definite condition. During the late war the Haber process of manufacturing synthetic ammonia from nitrogen and hydrogen came into prominence and this process and several variations of it are in operation on a large scale both in the United States and abroad. The process produces pure aqua and anhydrous ammonia at a low cost and in competition at present prices it hardly pays to make pure aqua and anhydrous from concentrated gas liquor, unless the refining plant is close enough to the gas works to get the benefit of a low freight rate. Synthetic ammonia can be produced at a cost in

CHARLES RAYMOND DOWNS

the neighborhood of six cents per pound, and it is easily seen that freight on a liquor containing only about 15 per cent of NH3 can very readily absorb all of the value, to say nothing of the costs of refining and the fact that on a quality basis, synthetic ammonia is superior to that made from gas liquors.

Gas Plants to Make Sulphate

"This situation will, in the writers' opinion, inevitably force the gas plants in the not-far-distant future to enter the field of producing ammonium sulphate from their gas liquor, where they can enter the market on a much better basis. The addition of the gas plant's production to the sulphate supply is a very small percentage of that already produced by the coke ovens; in fact, somewhat under 5 per cent based on the 1924 figures of 132,300 tons NH3 produced by coke ovens and 6,700 tons produced by gas works. With such a commercial situation, the installation of ammonium sulphate plants at gas works seems clearly indicated and the so-called indirect system seems preferable for this purpose as it means attaching a saturator, whizzer and necessary accessories in place of the condenser on the existing liquor concentrating stills. Fortunately, developments have been made that enable the necessary installation in plants to make as little as one or two tons sulphate per day at capital costs which in proportion to output compare very favorably with the much greater capacity plants ordinarily installed at coke ovens. This lower cost has been attained by the judicious use of existing acid-resisting materials other than lead so as to give a plant low in first cost and furthermore, lower in operating costs and repairs than where lead is used.

"The possible return to the gas works under varying conditions of the sulphate market is also a matter of vital interest. Careful calculations indicate that under present market conditions ($54.00 per ton or thereabouts for sulphate) there should be a net return to the gas plant of from 5½ to 6 cents per pound NH3 delivered to the saturator.

Possibilities of Synthetic Sulphate

"A study of the possibilities of synthetic ammonium sulphate indicates that under the most unfavorable conditions conceivable forty dollars a ton is about as low as the market would drop and then only for a comparatively brief period. Even at this low point, the gas plant might expect a net return of around three cents per pound of NH3 delivered to the saturator. With synthetic NH3 on the basis of $50.00 per ton of ammonium sulphate, it is highly improbable that the gas works could get any market for their liquor and would have to discard it into the stream provided public authorities permit such action. It seems that under all conditions of market likely to exist in the future, ammonium sulphate will be the most profitable form in which to dispose of gas works liquor and that the subject is worth the careful attention of every gas plant manager."

J. P. Leinroth Emphasizes Importance of Educating Men to Sell Industrial Gas

The education of gas salesmen is taking place at the present along both technical and economic lines. The various courses given in Columbia University, the University of Illinois and the like over emphasize the technical side of the industrial man's training. It is even of greater importance, according to J. P. Leinroth, of the Public Service Electric and Gas Co., Newark, N. J., to educate him and train him as a salesman. This is the kind of work that has been done in the recent School for Industrial Gas Salesman, which was held in New York City. This school was addressed by many industrial sales engineers and also by outsiders, and the men who attended were taught the fundamentals of the economic and selling phases of the industrial gas business. One hundred and seventeen men registered for the course.

J. P. LEINROTH
Industrial Engineer, Newark, N. J.

This work is of great importance, according to Mr. Leinroth and should be continued. The school should become a regular feature of industrial gas work. The companies should be taught the value of having their industrial men attend the sessions of the school. It is Mr. Leinroth's opinion that the industrial gas salesman, who is connected with the gas company, should be first of all a thorough salesman, one who is conversant with all the economic and industrial features of the business, and that the design of the furnace itself should be left more to the manufacturers of industrial appliances rather than to the gas company sales engineer. In this way the industrial man will have more time to spend in actual selling and the results will be greater. To accomplish this it is necessary for the gas companies to develop their industrial sales engineers, taking the man from college and putting him through a special course. Attendance at Industrial Sales Schools, of the character of the one which recently met in New York, is also of paramount importance in developing gas men into sales engineers who can go out into the field and develop industrial gas prospects into customers (with the aid of the engineers of the industrial appliance makers.)

A. G. A. Exhibits on Million Dollar Pier

The exhibit of the American Gas Association occupies an entire end of one alcove of the great exhibit hall.

Against a background of gold and blue silk is spread a gold-fringed drapery in the same colors, framing a plaque, bearing the seal of the Association. "Heat, light, and power," the triple supports of the A. G. A., are blazoned on the seal.

From the low fence in front of the exhibit rise clusters of rose lamps on tall brass standards.

The fence encloses comfortable wicker rockers and tables piled high with the printed matter of the association, and soft-hued Oriental rugs.

On the back wall of the exhibit are maps, pictures and graphic charts, which portray the progress of the gas industry and of the American Gas Association, the focus of the industry. The Commercial Section, Industrial Gas Advertising, Publicity Advertising, Membership, Laboratory, Home Study Course, Customer Ownership, National Statistics, the American Gas Association Employment Bureau, and kindred subjects are covered in the pretentious exhibit of the Association. It is the best place to note the unity which ties together the exposition.

Women's Meeting in Dennis Hotel

Women's Meeting at 10 o'clock Wednesday morning in Garden Lounge at Dennis Hotel.

Miss Annabelle Turner, of Central Hudson Gas and Electric, is chairman. Miss Ethel Peyser, Household Editor, House and Garden Magazine, will speak on "Women's Job in the Industry."

A. G. A. Exhibits Testing Apparatus

One of the booths in this annual convention exhibit is marked with the Blue Star of the American Gas Association Testing Laboratory.

In this booth are exhibited a few of the pieces of apparatus used by this testing bureau to determine standards of safety for the use of gas equipment and for testing this equipment to see that it conforms to this standard of safety.

One of the newest pieces of apparatus used by this laboratory is a device for testing the radiant efficiency of space heaters. It is on exhibit at this booth.

Also on exhibit is an iodine pentoxide apparatus for determining the amount of carbon monoxide in flue gas. The standards of the laboratory forbid them to put their approval of any gas-fired mechanism, be it space heater, refrigerator, range, or boiler that liberates a greater percentage of this deadly gas than 2-100 of one percent.

Co-Recording Machine

A continuous recording machine for the detection of carbon monoxide is also on display. The delicate glass tubing and retorts of this equipment were brought to Atlantic City with considerable difficulty, but represent a very small part of the value of the equipment of the home laboratory.

The testing and research laboratory was established in 1925, as one of the activities of the American Gas Association.

Much of the equipment of the laboratory was donated outright

R. M. CONNOR
Director A. G. A. Testing Laboratory

by national manufacturers interested in the success of this progressive plan, and other equipment was bought by the association. A list of approved types of gas tubing, ranges and space heaters has been furnished to factories and dealers throughout the country, and the approved apparatus has been marked with the Blue Star of approval. This seal of approval and the certificate that goes with it, indicate that the apparatus in question meets the industry's concepts of durable construction and safe, efficient operation when the installation is properly made.

"It is of incalculable benefit to the industry," states one of the manufacturers interested in the success of the Laboratory, "for the reason that it enables the customer to have some means of judging the merits of the apparatus, and prevents damage to the good will toward the industry which might occur should the customer be prejudiced by the inefficiency of cheaply-made or poorly-planned apparatus."

The testing laboratory was established to benefit the entire industry, say its directors, and its services are available to any manufacturer who desires to use them. Should a piece of apparatus fail to measure up to the standards required, a report is furnished, telling in what way it falls short, but this information is for the use of the interested manufacturer only, and is not broadcasted.

Tuesday Afternoon Concert and Tea Well Attended

The Ladies' Tea and Concert Tuesday afternoon was most enjoyable. Some of the 400 cookies, baked by Miss Dowell, were served the guests and eaten with relish. The music was a real pleasure.

American Gas Journal

SIXTY EIGHTH YEAR

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S. G. KRAKE, President-Treasurer CHAS. S. MYERS, Vice-President A. M. GLEASON, Secretary
ISMAR GINSBERG, Editor

Editorial Offices: Atlantic City, Young's Pier. Telephone, Marine 3081.

Registration Continued---12 M. to 4 P. M. October 11th

M

McDonald, E. D.; Chicago, Ill.; Traymore.
McCarthy, E. A.; New York City; Traymore.
McGarrity, J.; Mercer, Pa.; Haddon Hall.
McGee, Earl; Baltimore, Md.; Chalfonte.
McIntyre, S. B.; New York City; Ritz.
McMaster, William S.; Freeport, Ill.; Ambassador.
Mackie, J. W.; Utica, N. Y.; Chalfonte.
Mawha, James Kenneth; New York City.
MacKay, Alfred; Cape May, N. J.
Manker, Forrest W.; New York, N. Y.; Ambassador.
Marcus, Harry H.; Pittsburgh, Pa.; Ritz-Carlton.
Markley, Jos. C.; Chicago, Ill.; Traymore.
Martin, E. H.; Des Moines, Ia.; Marlborough-Blenheim.
Mears, F. K.; Philadelphia, Pa.; Dennis.
Megarty, D. A.; Houston, Texas; Marlborough.
Meredith, R. B.; Chicago, Ill.; Ritz.
Merritt, Albert H.; Niagara Falls, N. Y.; Traymore.
Metz, Eugene; Kansas City, Mo.; Shelburne.
Miller, Raymond F.; Pequabuck, Conn.; Shelburne.
Minard, E. D.; Hackensack, N. J.; Ambassador.
Miller, Wm. A.; Cincinnati, O.; Traymore.
Misner, Ira C.; Chicago, Ill.; Ambassador.
Moecker, Henry Jr.; Flossmoor, Ill.; Dennis.
Morgan, Prof. J. J.; New York, N. Y.; Chalfonte.
Morley, G. S.; St. Louis, Mo.; Chelsea.
Mullins, V. H.; Westfield, N. J.; Dennis.
Munroe, Roy G.; Denver, Col.; Traymore.
Munsch, Albert A.; Pittsburgh, Pa.; Princess.
Murphy, George R.; Cincinnati, O.; Ritz-Carlton.
Murtha, T. B.; Yonkers, N. Y.; Chalfonte.
Myers, W. H. H.; New York, N. Y.; Traymore.
Myrelius, Mauritz G.; Philadelphia, Pa.; Shelburne.

N

Naulin, Arnold A.; Milwaukee, Wis.; Marlborough-Blenheim.
Nelson, P. P.; Elizabeth, N. J.; Chalfonte.
Nilan, Francis M.; Yonkers, N. Y.; Chalfonte.
Newton, Miss Elizabeth Caldwell; Cambridge, Mass.; Traymore.
Nims, Samuel E.; Rockford, Ill.; Ambassador.

O

O'Donnell, Charles J.; Philadelphia, Pa.; Traymore.
O'Connell, Daniel J.; New York City; Traymore.
Overmyer, W. G.; Fremont, O.; Shelburne.

P

Pennington, Frank H.; Newark, N. J.; Chalfonte
Persing, Don; Jersey City, N. J.; Morton Hotel.
Pinkerton, Clarence S.; Milwaukee, Wis.; Chalfonte-Haddon Hall.
Potter, C. S.; Rochester, N. Y.; Strand.
Powell, C. L.; West Duluth, Minn.; Stevenson.
Prother, B. V.; Springfield, Ill.; Ambassador.

R

Rawson, Irwin; St. Louis, Mo.; Ambassador.
Renzner, A. F.; Mercer, Pa.; Ambassador.
Reynolds, M. B.; Anderson, Ind.; Knickerbocker.
Rice, John M.; Pittsburgh, Pa.; Shelburne.
Richardson, G. P.; Newark, N. J.; Brighton.
Rodgers, F. A.; Minneapolis, Minn.; Marlborough.
Rogers, C. T.; Phila., Pa.
Ruffels, A. J.; New York City; Traymore.

S

Sabin, Chas. E.; La Junita, Col.; Chalfonte.
Salmon, A. A.; Spokane, Wash.; Traymore.
Sanderson, Paul H.; Atlantic City, N. J.
Schanze, A. K.; Newark, N. J.; Dennis.
Schlegel, Carl A.; Phila., Pa.; Traymore.
Schmidt, F. W.; Jersey City, N. J.; Dennis.
Schmieman, Oscar; Ft. Wayne, Ind.; Ambassador.
Seely, E. J.; Kansas City, Mo.; Dennis.
Sharp, W. L.; Steubenville, O.; Shelburne.
Shaul, C. D.; Terre Haute, Ind.; Ambassador.
Shepherd, V. E.; Poughkeepsie, N. Y.; Chalfonte.
Sieling, Wm. H.; New York, N. Y.; Dennis.
Sigal, Harry I.; Pittsburgh, Pa.; Ritz-Carlton.
Skelly, John S.; Philadelphia, Pa.; Brighton.
Smith, F. K.; Minneapolis, Minn.; Shelburne.
Smith, Frank N.; Bradford, Pa.; Shelburne.
Smith, H. H.; Boston, Mass.; Chalfonte-Haddon Hall.
Smith, M. E.; Chicago, Ill.; Traymore.
Steimel, Philadelphia, Pa.; Shelburne.
Stein, Louis; Minneapolis, Minn.; Traymore.
Steinwedell, Wm.; Cleveland, O.; Traymore.
Sternemann, Yonkers, N. Y.; Knickerbocker.
Sterrett, H. R.; Des Moines, Ia.; Flanders.
Stevick, C. H.; Long Island City, N. Y.; Dennis.
Stewart, Warren D.; Boston, Mass.; Ritz-Carlton.
Stihman, New York City; St. Charles.
Stone, Thomas W.; Fort Wayne, Ind.; Traymore.
Stuart, G. W.; Pittsburgh; Ambassador.
Sturgis, I. A.; Atlanta, Ga.; Traymore.
Swartwout, Everett W.; New York City; Dennis.

T

Tanner, H. C.; Philadelphia, Pa.; Ambassador.
Taylor, C. E.; New York City; Ambassador.
Taylor, T. E.; Mansfield, O.; Shelburne.
Tendick, C. R.; Chelsea.
Tetlow, Albert E.; Philadelphia, Pa.; Dennis.
Thomas, Theodore; Youngwood, Pa.; Ambassador.
Thornhill, W. H.; Philadelphia, Pa.; Strand.
Tierney, M. J.; Rochester, N. Y.; Chelsea.
Tighe, N. A.; Buffalo, N. Y.; Breakers.
Timm, Charles F.; Yonkers, N. Y.; Chalfonte-Haddon Hall.
Townsend, William; Chicago, Ill.; Traymore.
Trimble, Richard H.; Philadelphia, Pa.; Knickerbocker.
Tucker, C. A.; Rochester, N. Y.; Haddon Hall.
Turner, Jack; Aurora, Ill.; Strand.
Turner, Walter V.; Chicago, Ill.; Chalfonte.

V

Van Arsdel, E.; Indianapolis, Ind.; Ambassador.
Velte, Geo. P.; Arlington, Mass.; Dennis.
Virghour, F. W.; Taunton, Mass.; Stanton Hotel.
Vought, N. G.; Long Island City, N. Y.; Seaside.

W

Waldis, Walter; Phila., Pa.; Shelburne.
Walsh, J. J.; New York City; Continental Hotel.
Way, S. B.; Milwaukee, Wis.; Shelburne.
Webster, Mr.; Mercer, Pa.; Ambassador.
Wemmer, N. P.; Phila., Pa.; Traymore.
Wheatley, J. H.; Erie, Pa.; Ritz.
Wiesner, Paul C.; Schnectady, N. Y.
Wiley, C. F.; Taunton, Mass.; Stanton Hotel.
Williams, George; New York City; Traymore.
Williams, L. B.; Phila., Pa.; Traymore.
Willien, L. J.; Chicago, Ill.; Traymore.
Wills, A. S.; Washington, D. C.; Dennis.
Wilson, D. R.; Phila., Pa.; Dennis.
Wilson, Henry L.; Bristol, Tenn.; Traymore.
Wimder, Anna K.; Philadelphia, Pa.; Mt. Vernon.
Winder, Frank J.; Pittsburgh, Pa.; Ambassador.
Wright, R. B.; Boston, Mass.; Knickerbocker.
Wuderhold, Oscar; Phila., Pa.; Commuting.
Wyer, Samuel S.; Columbus, O.; Ambassador.

Y

York, J. C.; Bristol, Tenn.; Traymore.
Young, C. A.; Long Island, N. Y.; Dennis.
Young, D. J.; Tacoma, Wash.; Traymore.
Young, F. O.; Denver, Col.; Dennis.

Registration up to 12 M., October 12th

A

Ables, Milton C.; Sedalia, Mo.; Traymore
Abbott, Merle E.; Taunton, Mass.; Shelburne
Abbott, Walter H.; Cleveland, Ohio; Marlborough-Blenheim
Adams, Frank H.; New York, N. Y.; Traymore
Adams, W. A.; Chicago, Ill.; Ambassador
Adams, W. S.; Phila., Pa.; Strand
Acker, E. R.; Poughkeepsie, N. Y.; Traymore
Ackroyd, John H.; Bridgeport, Conn.; Iroquois
Africa, Walter M.; Manchester, N. H.; Chalfonte-Haddon Hall
Allen, David P.; Meriden, Conn.; Chalfonte
Allen, F. G.; Boston, Mass.; Marlborough
Allen, G. W.; Boston, Mass.; Marlborough-Blenheim
Allen, William H., Jr.; New York; Traymore
Allen, Walter Stafford; Baltimore, Md.; Shelburne
Allington, John B.; Rochester, N. Y.; Traymore
Allison, Walter A.; Phila., Pa.; Chalfonte
Anderson, H. P.; Tampa, Fla.; Strand
Andrew, Harold O.; New York; Chalfonte
Anthes, John Frederick; Brooklyn; Traymore
Armstrong, H. V.; Sioux Falls, S. D; Ritz-Carlton
Ashworth, James; Jersey City; Chalfonte
Atkinson, Cathleen; Providence, R. I.; Chalfonte

B

Baechle, Edward J.; Cincinnati, Ohio; Dennis
Baehr, W. A.; Waukegan, Ill.; Marl.-Blenheim
Baehr, William Byron, Chicago, Ill.; Marlborough-Blenheim
Bahret, Clarence A.; Defiance, Ohio; Traymore
Bains, George B., 3rd; Harrisburg, Pa.; Marlborough-Blenheim
Baker, Henry N.; Yonkers, N. Y.
Baker, W. E.; Washington, D. C.; Traymore
Balch, Leland; Lowell, Mass.; Chalfonte
Ball, Samuel; Bay City, Mich.; Traymore
Balsam, Henry M.; Haverstraw, N. Y.; Chalfonte
Banks, Francis Marion; Los Angeles, Calif.; Traymore
Barker, Frank M.; Chicago, Ill.; Ambassador
Barnitz, Frank R.; New York; Traymore
Barthold, W. H.; New York, N. Y.; Ambassador
Barrett, Atuart J.; Chicago, Ill.; Ambassador
Barrett, William E.; New York, N. Y.; Shelburne
Barry, Edwin W.; Cohoes, N. Y.; Monticello
Barry, M. J.; Kansas City, Mo.; Traymore
Bartlett, C. E.; Phila., Pa.; Shelburne
Barton, Jay; Chicago, Ill.; Ambassador
Bates, Harry E.; Chicago, Ill.; Ambassador
Battin, Henry W.; East Orange, N. J.; Marlborough-Blenheim
Battin, W. I.; Phila., Pa.; Shelburne
Baxter, Lewis; New York, N. Y.; Ambassador
Baylie, Wm. P.; Phila., Pa.; Byron
Beard, F. A.; Flint, Mich.; Ambassador
Becker, Arthur E.; Chicago, Ill.; Ambassador
Becker, Carl; Evanston, Ill.; Ambassador
Beckjord, Walter C.; New York, N. Y.; Traymore
Beebe, A. M.; Rochester, N. Y.; Marlborough-Blenheim
Behrman, Henry; Brooklyn, N. Y.; Dennis
Beisiegel, John J.; New York, N. Y.; Strand
Bell, Harry C.; Baltimore, Md.; Brighton
Benesh, Matthew E.; Chicago, Ill.; Ambassador
Bennett, Charles E.; Binghamton, N. Y.; Traymore
Bennett, May; Cleveland, Ohio; Brighton
Bennitt, Geo. E.; New York, N. Y.; Traymore
Benson, Frank S.; New York City
Bergmann, Andrew; New York, N. Y.; Traymore
Bertl, Norbert Eugene; New York; Traymore
Bertolette, N. B.; Bristol, Pa.; Traymore
Bettle, W. H.; Newark, N. J.; Dennis
Binder, G. P.; Cleveland, Ohio; Brighton
Boyd, Albert M.; Phila., Pa.; Traymore
Bradley, George B.; Brooklyn, N. Y.; Strand
Bradfield, George Kearney, Jr.; Paterson, N. J.; Shelburne
Breckenridge, H. G.; Norwalk, Ohio; Traymore
Brock, John M.; Brooklyn, N. Y.; Craig Hall
Brombache, J.; Los Angeles, Calif; Traymore
Broughton, Harry E.; Jackson, Mich.; Ambassador
Brown, Albert Lewis; Worcester, Mass.; Amb'ador
Brown, Cameron; Pittsburgh, Pa.; Traymore
Brown, H. C.; New York, N. Y.; Ambassador
Brown, James A.; Jackson, Mich.; Traymore
Brown, J. Everette; Ardmore, Pa.; Brighton
Brown, M. A.; Kokomo, Ind.; Traymore
Broderick, Martin J.; New York, N. Y.; Traymore
Brundage, Henry M.; New York, N. Y.; Dennis
Brundage, Robert F.; Port Chester, N. Y.; Windsor
Bruce, Howard; Baltimore, Md.; Shelburne
Bryant, C. L.; Cleveland, Ohio; Ritz-Carlton
Buchanan, Paul Rutherford; Hartford, Conn.; Traymore
Buck, George V., Jr.; Phila., Pa.
Buckley, Martin B.; Topeka, Kansas; Ritz-Carlton
Buckley, Wm. J.; Chicago, Ill.; Ambassador
Bungoedy, Anna R.; Long Branch, N. J.; Mar'bgh.
Burckhardt, J. A.; New York, N. Y.; Traymore
Buckminister, Rollin; Pawtucket, R. I.; Amb'sdor.
Burger, Rudolph E.; New York, N. Y.; Traymore
Burgess, H. W.; Wallaceburg, Ont., Can.; Traymore
Burk, W. Dean; San Antonio, Tex.; Marl.-Blen.
Burke, L. E.; New York City; Glaslyn Chatham
Burke, John E.; Buffalo, N. Y.; Ambassador
Burns, J. J.; St. Louis, Mo.; Marl-Blenheim
Burgi, Herman; Springfield, Mass.; Traymore
Burr, A. R.; New Haven, Conn.; Traymore
Burritt, Dwight F.; Chicago, Ill.; Traymore
Burrows, Gilbert A.; New York, N. Y.; Traymore
Bird, Eugene Hunt; Pittsburgh, Pa.; Traymore
Birtch, Fred E.; Buffalo, N. Y.; Ritz-Carlton
Bischoff, Wm. H.; Savannah, Ga.; Strand
Black, John; Poughkeepsie, N. Y.; Chalfonte
Black, William Hilbert, Jr.; Jersey City, N. J.; Ambassador.
Blackburn, F. L.; New York City; Traymore
Blackwell, Edwin George; New York; Chalfonte
Blake, A. E.; Phila., Pa.; Traymore
Blauvelt, Warren S.; Terre Haute, Ind.; Traymore
Blind, W. A.; Chicago, Ill.; Marl.-Blen.
Block, Arthur L.; New York, N. Y.; Morton
Bock, James H.; Tampa, Fla.; Shelburne
Bogie, Robert R.; Brooklyn, N. Y.; Ambassador
Bonner, H. G.; Knoxville, Tenn.; Traymore
Booth, E. J.; Chicago, Ill.; Ambassador
Borden, A. W.; Hastings, Neb.; Knickerbocker
Bowry, J. C.; Snyder, N. Y.; Ritz-Carlton
Boyce, M. J.; Poughkeepsie, N. Y.; Ambassador

Burrucker, F. C.; Newton, Mass.; Iroquois
Butterworth, Arthur S.; Columbus, O.; Ritz-C'ton.
Byerley, D. E.; Adrian, Mich.; Traymore

C

Cadwalader, W. S.; Chicago, Ill.; Traymore
Calhoun, Wayne; Hamilton, O.; Shelburne
Calkins, F. S.; New York City; Chalfonte
Callaghan, T. A.; Chicago, Ill.; Ambassador
Callahan, Wm. J.; New York, N. Y.; Dennis
Cameron, William Roberts; Phila., Pa.; Shelburne
Campbell, B. G.; Pontiac, Mich.; Traymore
Campbell, Roy; Ishpeming, Mich.; Traymore
Caputi, Nicholas G.; Salem, Mass.; Ambassador
Carnahan, G. C.; Chicago, Ill.; Ambassador
Carroll, Charles E.; N. Bedford, Mass.; Traymore
Carroll, O. A.; Brockton, Mass.; Chalfonte
Carroll, Vincent M.; St. Louis, Mo.; Marl.-Blen.
Carney, Norman C.; New York, N. Y.; Traymore
Carpenter, H. S.; Newark, N. J.; Ambassador
Carson, H. J.; Cedar Rapids, Iowa; Ambassador
Carter, Wilfred; Roxbury, Mass.; Chalfonte
Carter, William B.; Baltimore, Md.; Traymore
Cassinell, Louis; Newark, N. J.; Chalfonte
Castor, W. A.; Phila., Pa.; Traymore
Caswell, Wallace B.; Brockton, Mass.; Ambassador
Chamberlain, Glenn R.; Grand Rapids, Mich.; Ambassador
Chandler, Harry P. Elizabeth, N. J.; Traymore
Chapman, Denison W.; Chicago, Ill.; Ambassador
Chartier, Harold S.; Gloversville, N. Y.; Chalfonte
Chase, Arthur W.; Manchester, N. H.; Chalfonte
Cheney, Herbert M.; Boston, Mass.; Marl.-Blen.
Cheney, Seymour W.; Chicago, Ill.; Marl.-Blen.
Chew, R. E.; Bloomington, Ill.; Ritz-Carlton
Chewning, W. L.; Phila., Pa.; Shelburne
Chrisman, C. S.; Phila., Pa.; Shelburne
Christman, H. S.; Phila., Pa.; Strand
Chubb, C. N.; Davenport, Ia.; Traymore
Church, Sumner R.; New York, N. Y.; Chalfonte
Clapp, Clarence H.; Newton, Mass.; Knickerbocker
Clark, Cyril B.; St. Petersburg, Fla.; Chalfonte
Clark, Jim; St. Petersburg, Fla.; Chalfonte
Clark, John A., Jr.; Newark, N. J.; Dennis
Clark, John C.; Phila., Pa.; Ambassador
Clark, Wm. J.; Yonkers, N. Y.; Traymore
Clark, Willard L.; Newark, N. J.; Haddon Hall
Clayton, Thomas R.; Providence, R. I.; Marl.-Blen.
Cleary, Charles Norman; New York; Craig Hall
Clement, Millard F.; Middletown, N. Y.; Marl.-Blenheim
Coblentz, M. H.; Baltimore, Md.; Traymore
Cockings, G. E.; Bristol, Conn.; Dennis
Coffy, R. C., Ft. Smith, Ark.; Iroquois
Cogwise, Martin; Minneapolis, Minn.; Shelburne
Coles, James M.; Elizabeth, N. J.; Traymore
Collier, William Rawson; Atlanta, Ga.; Traymore
Collins, Chester E.; Elgin, Ill.; Marl.-Blen.
Comeau, Lucien; Manchester, N. H.; Strand
Conard, Chas. A.; Phila., Pa.; Brighton
Conklin, Ethel A.; New York, N. Y.; Traymore
Conklin, T. E.; Phila., Pa.; Traymore
Conlin, Robert P.; New York, N. Y.; Traymore
Connette, T. W.; Lockport, N. Y.; Traymore
Conover, Alfred L.; Newark, N. J.; Chelsea
Cooke, Miss Adah M.; Rome, N. Y.; Ambassador
Cook, H. R., Jr.; Baltimore, Md.; Traymore
Cooney, Lloyd S.; Port Chester, N. Y.; Traymore
Cope, Channing; Atlanta, Ga.
Corbus, F. G.; Phila., Pa.; Shelburne
Cordero, H. C.; Rock Hill, N. C.; Glas.-Chatham
Corliss, S. T.; Camden, N. J.; Dennis
Cormier, Napoleon J.; Boston, Mass.; Chalfonte
Cornell, C. E.; Moline, Ill.; Ambassador
Cornish, R. C.; Phila., Pa.; Ambassador
Cosley, R. P.; Chicago, Ill.; Marl.-Blenheim
Cottle, Henry F.; Allston, Mass.; Iroquois
Cowdery, E. G.; Chicago, Ill.; Ritz-Carlton
Covell, Spencer A.; New York, N. Y.; Marl.-Blen.
Cowan, James J.; New York, N. Y.; Traymore
Cowdrey, Mr.; Chicago, Ill.; Traymore
Crafts, H. C.; Pittsfield, Mass.; Chalfonte
Crankshaw, J. Ward; Allentown, Pa.; Ambassador
Cramer, G. C.; Morristown, N. J.; Dennis
Craven, John B.; Chicago, Ill.; Ambassador
Creely, George L.; Somerville, N. J.; Strand
Crisfield, J. A. P.; Savannah, Ga.; Marl.-Blen.
Critchfield, Chas. V.; Fairmont, W. Va.; Traymore
Crowley, Francis W.; N. Bedford, Mass.; Traymore
Crowell, James K.; Yonkers, N. Y.; Traymore
Cuddy, E.; Chicago, Ill.; Ambassador
Cullen, David Miller, Jr.; Pittsfield, Mass.; C'fonte
Cummings, Carl Herrick; Boston, Mass.; Shelburne
Cunningham, L. C.; Morris Plains, N. J.; Strand
Curtin, Emmett R., Jr.; Lima, Ohio; Ambassador
Curtis, Claude C.; Fall River, Mass.; Marl.-Blen.
Cutcheon, Fred R.; St. Joseph, Mo.; Ambassador
Cuthrell, Hugh Hamlin; Brooklyn, N. Y.; Ambassador

D

Daley, Joseph F.; New York, N. Y.; Dennis
Dangler, D. E.; Cleveland, Ohio
Darling, Grayce I.; Boston, Mass.; Traymore
Davey, Robert; Jackson, Mich.; Ambassador
Davies, J. E.; Chicago, Ill.; Ambassador
Davis, John W.; Pittsburgh, Pa.; Marl.-Blen.
Davis, Elmer S.; Fall River, Mass.; Marl.-Blen.
Davis, Merrill N.; Bradford, Pa.; Traymore
Dawson, Gray A.; Wash., D. C.; Traymore
Day, A. B.; Los Angeles, Calif.; Ritz-Carlton
Dean, John P.; Wash., D. C.; Traymore
Deckel, Joseph P.; L. I. City, N. Y.; Morton
Dean, Harry C.; Philadelphia, Pa.; Shelburne
Deegan, Wm. A.; New York, N. Y.; Chalfonte
De Groat, H. B.; Phila., Pa.; Dennis
DeHart, J. S., Jr.; Newark, N. J.; Seaview Golf Club.
Delacour, Henry Mark; Albany, N. Y.; Chalfonte
Dever, Joseph; Chicago, Ill.; Ambassador
Dexter, Forrest P.; Boston, Mass.; Chalfonte
Dezendorf, R. L.; New York, N. Y.; Shelburne
Dickinson, O. T.; Phila., Pa.; Marlborough
Dickey, E. S.; Baltimore, Md.; Traymore
Dieterle, Edw. A.; Chicago, Ill.; Ambassador
Dillon, William S.; Cohoes, N. Y.; Monticello
Dixon, C. B. J.; Phila., Pa.; Shelburne
Dodd, William S.; St. Louis, Mo.; Marlborough.
Doeress, J. H.; St. Louis, Mo.; Marlborough.
Doering, Wm. A.; Boston, Mass.; Marlborough.
Dohrman, Clarence; New York, N. Y.; Traymore.
Douglas, J. B.; Philadelphia, Pa.; Traymore.
Dowling, John J.; New London, Conn.; Ritz-Carl.
Downey, Jas. N.; Camden, N. J.; Shelburne.
Downing, R. C.; Lowell, Mass.; Chalfonte.
Doyle, E. A.; New York, N. Y.; Ritz-Carlton.
Dutcher, Herbert V.; Poughkeepsie; Chalfonte.
Dutton, H. S., Jr.; Hazelton, Pa.; Chalfonte.
Duvak, Bruce C.; Phila., Pa.; Brighton.
Duvall, B. A.; Baltimore, Md.; Dennis.
Duff, Alan D.; Fall River, Mass.; Marlborough.
Doty, Albert M.; Baltimore, Md.; Traymore.
Duke, Arthur S.; New York, N. Y.; Traymore.
Dunavan, H. L.; Chicago, Ill.; Ambassador.
Dunkley, William Albert; Memphis, Tenn.; Ambassador.

E

Earnest, Ray E.; Altoona, Pa.
Earnshaw, Edward H.; Newark, N. J.; Galen Hall.
East, Howard Terhune; Chicago, Ill.; Ambassador.
Easterwood, Chas. G.; Chicago, Ill.; Ambassador.
Eastman, Harold Lee; New York; Ambassador
Ebbecke, William H.; Phila., Pa.; Shelburne.
Edwards, L. M.; Indianapolis, Ind.; Ritz-Carlton.
Ehrenzeller, C. G.; Phila., Pa.; Chalfonte.
Eichengreen, L .B.; Philadelphia, Pa.; Dennis.
Elliott, Berney Henly; Birmingham, Ala.; Ritz.
Elliott, Frank; Chicago, Ill.; Ambassador.
Ellis, Harry; Camden, N. J.; Shelburne.
Ely, V. A.; New York; Marlborough.
Emmerling, Karl; Cleveland, O.; Brighton.
Enander, E. H.; Chicago, Ill.; Ambassador.
Entwisle, I. H.; Washington, D. C.; Traymore.
Evans, G. B.; St. Louis, Mo.; Marlborough.
Eves, Philmer; New Haven, Conn.; Dennis.
Eysenbach, E. E.; Hartford, Conn.; Traymore.

F

Fagan, John H.; Milwaukee, Wis.; Traymore.
Falvey, E. C.; Davenport, Ia.; Traymore.
Farrar, H. L.; Murphysboro, Ill.; Marlborough
Farrington, Charles; Norwood, Mass.; Claraton.
Fay, Arthur T.; Utica, N. Y.; Shelburne.
Fasoli, Paul; Granville, N. Y.; Ambassador.
Fenno, Thomas I.; Salem, Mass.; Ambassador.
Ferguson, B. B.; Portsmouth, Va.; Marlborough.
Ferris, Herbert H.; Newark, N. J.; Dennis.
Ferry, J. V.; Chicago, Ill.; Ambassador.
Fink, Henry; Detroit, Mich.; Traymore.
Fischer, Alfred; Ann Harbor, Mich.; Ritz.
Fischer, Edward L.; Davenport, Ia.; Ritz.
Fisher, Fred W.; Rochester, N. Y.; Marlborough.
Fisk, H. B.; Chicago, Ill.; Ambassador.
Fitzgerald, Leonard; Gary, Ind.; Ritz-Carlton.
Fitzsimmons, W. A.; New Haven, Conn.; Ambassador.
Forstall, Walton; Phila., Pa.; Marlborough.
Fortin, L. B.; Greenfield, Mass.; New England.
Foster, George; Brooklyn, N. Y.; Traymore.
Fowler, Walter M.; Phila., Pa.; Dennis.
Fox, E. W.; Norristown, Pa.; Marlborough.
Fowler, J. Scott; Phila., Pa.; Dennis.
Fox, John S.; Springfield, Mass.; Ambassador.
Fraga, George L.; Brooklyn, N. Y.; Dennis.
Frank, G. Harry; Chicago, Ill.; Knickerbocker.
Frederick, W. L.; Baltimore, Md.; Shelburne
Frees, John T.; Atlantic City
French, O.; Tarrytown, N. Y.; Sterling
Frey, Arthur C.; Worcester, Mass.; Knickerbocker
Frey, Flora; Cleveland, Ohio; Brighton
Frey, H. F.; Allentown, Pa.; Ambassador
Frick, John A.; Allentown, Pa.; Shelburne
Fry, John A.; Detroit, Mich.; Traymore
Fugate, Frank S.; Detroit, Mich.; Traymore
Fuldaur, Fred L.; Cleveland, Ohio.
Fulweiler, Walter Herbert; Phila., Pa.; Shelburne
Fusselman, Paul A.; Ardmore, Pa.; Brighton

G

Gadsden, Philip H.; Phila., Pa.; Ambassador
Galligan, J. E.; Yonkers, N. Y.; Ambassador
Gallagher, Thomas V.; Chicago, Ill.; Ambassador
Gallagher, R. W.; Cleveland, Ohio; Traymore
Ga Nung, Howard D.; Phila., Pa.; New Belmont
Ganser, H. H.; Norristown, Pa.; Marlborough-Blen.
Garrison, R. H.; Waterloo, Iowa; Ritz-Carlton
Gartland, E. P.; Denver, Colo.; Traymore
Gardiner, E. Frank; Chicago, Ill.; Ambassador
Garrison, William Van Syckle; East Orange, N. J.; Glaslyn Chatham
Geisler, Jr., Hugo P.; Baton Rouge, La.; Ambassador
Gelhagen, Wm.; Patterson, N. J.; Ambassador
Gellert, N. Henry; Phila., Pa.; Ambassador
Genay, Thomas B.; Phila., Pa.; Shelburne
German, Wm. H.; Harrisburg, Pa.; Traymore
Gifford, N. W.; East Boston, Mass.; Chalfonte-Haddon Hall
Gingrich, H. E.; Pittsburgh, Pa.; Marlborough-Blenheim
Gill, W. Herbert; Washington, D. C.; Traymore
Gibbons, J. E. B.; New York, N. Y.; Traymore
Glass, Arnold F.; Birmingham, Ala.; For meeting only
Glaeser, Harry Edward; New York, N. Y.; Craig Hall.
Gloeser, Harry Edward; New York, N. Y.; Craig Hall
Goodspeed, Geo.; McKeesport, Pa.; Traymore
Goodrich, W. W.; Winchester, Ind.
Goodman, Patrick; Brooklyn, N. Y.; Marlborough-Blenheim
Goodwin, Thomas L., Jr.; Flushing, N. Y.; Chalfonte-Haddon Hall
Goddard, Horace M.; New York City, Marlborough
Goris, Clarence Wm.; Fort Wayne, Marlborough-Blenheim
Gorsuch, N. R.; Indianapolis, Ind.; Ritz-Carlton
Gossel, H.; Tampa, Fla.; Strand
Graham, W. H.; Philadelphia, Pa.; Brighton
Graveley, Richard C.; Sag Harbor, N. Y.; Chalfonte-Haddon Hall
Grant, T. E.; Chicago, Ill.; Traymore
Graves, Clark; Lansing, Mich.; Traymore
Grace, Wm. A.; Perth Amboy, N. J.; Continental
Grey, Chester; Atlantic City, N. J.; Atlantic City Gas Co.
Greene, J. J.; New York, N. Y.; Seaview Golf Club
Gribbel, W. Griffin; Phila., Pa.; Traymore
Grier, Wm. S.; Phila., Pa.; Shelburne

H

Haas, Chas. J. G.; Brookline, Mass.; Ambassador
Haby, Henry Emil; W. Hoboken, N. J.; Traymore
Haftenkamp, J. P.; Rochester, N. Y.; Traymore
Hagar, Frank; New Rochelle, N. Y.; Ritz-Carlton
Hagerman, Olive Summers; New York, N. Y. Ambassador
Harding, Louis; New York, N. Y.; Dennis
Harding, Harold; Bedford Hills, N. Y.; Sterling
Hagginbothom, W. K.; Catskill, N. Y.; Shelburne
Haigh, R. Allyn; Pawtucket, R. I.; Ambassador
Hale, Woodbury; Boston, Mass.; Chalfonte-Haddon Hall
Hall, Arthur S.; Springfield, Mass.; Traymore
Hall, Howard B.; East Braintree, Mass.; Seaside
Hall, Arthur H.; New York, N. Y.; Traymore
Halpin, T. F.; East Orange, N. J.; Chalfonte-Haddon Hall
Halyburton, Harold S.; Phila., Pa.; Brighton
Hamilton, F. E.; New York, N. Y.; Ambassador
Hammett, Fred W.; Chicago, Ill.; Marlborough-Blenheim
Hansgen, W. F.; Rock Island, Ill.; Ambassador
Harper, Robert Brinton; Chicago, Ill.; Ambassador
Harriman, B. D.; New York City, Chalfonte-Haddon Hall
Harris, Edwin A.; Norwich, Conn.; Ambassador
Harris, George S.; Cleveland, Ohio; Brighton
Hart, Julian G.; Waukegan, Ill.; Ambassador
Hartson, Dorr P.; Pittsburgh, Pa.; Ambassador
Hartzell, A. C.; Greenville, Pa.; Chalfonte
Harvey, Mrs. Cecil G.; Yonkers, N. Y.; Ambassador
Haug, J. S.; Philadelphia, Pa.; Shelburne
Hay, S. P.; Newark, N. J.; Traymore
Hayes, D. W.; Port Huron, Mich.; Ritz-Carlton
Hayes, William F.; Jersey City, N. J.; Chalfonte
Hackler, Geo. H.; Washington, D. C.; Traymore
Heebner, Charles K.; Philadelphia, Pa.; Shelburne
Heins, J. W.; Philadelphia, Pa.; Brighton
Hemminger, G. R.; Philadelphia, Pa.; Ritz-Carlton
Henderson, Chas. F.; Toledo, Ohio; Traymore
Hendrickson, George, S.; New York, N. Y.; Chalfonte
Henry, H. M.; Columbus, Ohio; Ritz-Carlton
Hepburn, W.; Atlantic City
Hergesheimer, Geo. M.; Phila., Pa.; Brighton
Herion, T. F.; Chicago, Ill.; Ambassador
Herring, W. E.; Jenkinton, Pa.; Marlborough-Blen.
Herrmann, C. F.; Phila., Pa.; Knickerbocker
Hess, J. R.; Waukegan, Ill.; Ambassador
Heyser, E. L.; Phila., Pa.; Traymore
Hicks, Harry J.; Norfolk, Va.; Palm Hall
Hiddleson, W. A.; Bristol, Tenn.; Traymore
Higgins, Ellery H.; Passaic, N. J.
Hill, Frank L.; Chicago, Ill.; Traymore
Hills, B. S.; Atlanta, Ga.; Chalfonte-Haddon Hall
Hilton, Geo. E.; Cleveland, O.
Hirst, Homer T.; Chicago, Ill.; Ambassador
Hirst, Arnot; Providence, R. I.; Chalfonte
Hodge, W. H.; Chicago, Ill.; Traymore
Hodgson, Harry E.; Philadelphia, Pa.

Hoffman, Chas. L.; Reading, Pa.; Chalfonte
Hoffman, Jr., R. C.; Baltimore, Md.; Traymore
Hofstetter, E. T. C.; Baltimore, Md.; Marlborough
Holden, Frank H.; Los Angeles Calif.; Breakers
Holtz, W. H.; Cleveland, Ohio; Brighton
Honegger, Arnold; Chicago, Ill.; Ambassador
Hones, Chas. J.; Baldwin, L. I.; Knickerbocker
Hones, Chas. A.; Baldwin, L. I.; Knickerbocker
Hooper, Wm. C.; Chicago, Ill.; Ambassador
Hopper, Thos. B.; Washington, D. C.; Traymore
Horan, J. F.; Boston, Mass.; Shelburne
Horner, E. L.; St. Louis, Mo.; Marlborough-Blen.
Horning, Geo. R.; Salt Lake City, Utah; Dennis
Houck, R. E.; York, Pa.; Strand
House, G. O.; St. Paul, Minn.; Dennis
Howard, Abram C.; New York, N. Y.; Shelburne
Howard, John A.; Dowagiac. Mich.; Ambassador.
Howe, Frederick G., Jr.; Waltham, Mass.; Knickerbocker.
Huber, Frank; Louisville, Ky.; Marlborough.h
Hudson, L. A.; Stamford, Conn.; Marlborough.
Hulswit, John A.; Grand Rapids, Mich.; Ambassador.
Humphrey, H. S.; Kalamazoo, Mich.; Traymore.
Humphrey, A. H.; New York, N. Y.; Traymore.
Hutcheson, H. F.; Toronto, Canada; Chalfonte.
Hutchins, Henry; New York, N. Y.; Traymore.
Hutchinson, C. A.; Taunton, Mass.; Shelburne.
Hwilig, H. E.; Flint, Mich.; Ambassador.

I

Ide, Chas. E.; New York, N. Y.; Traymore.
Ingle, R. B.; Fulton, N. Y.; Ambassador.
Ingwall, F. F.; Binghamton, N. Y.; Traymore.

J

Jackson, Robert L.; Denver, Col.; Traymore.
Jackson, Thomas H.; Phila., Pa.; Brighton.
James, W. H.; Petersburg, Va.; Chalfonte.
Jeffrey, Joseph; Scranton, Pa.; Chalfonte.
Jenkins, G. V.; Henderson, N. C.; Glaslyn-Chatham.
Jennings, James R.; New York, N. Y.; Chalfonte.
Jennings, W. G.; Chicago, Ill.; Marlborough.
Jensen, Alfred; New York City; Traymore.
Johnson, Jesse L.; Providence, R. I.; Chalfonte.
Johnson, W. B.; New York, N. Y.; Dennis.
Jones, Harry E.; Chicago, Ill.; Ambassador.

K

Kain, Robert E.; Ardmore, Pa.; Brighton.
Kane, James E.; Baltimore, Md.; Ambassador.
Kane, M. L.; Atlanta, Ga.; Traymore.
Karshner, G. M.; New York, N. Y.; Traymore.
Keal, George I.; Detroit, Mich.; Fredonia.
Kebbe, A. L.; New London, Conn.; Ritz.
Keen, Lewis A.; Haverhill, Mass.; Marlborough.
Keener, A. J.; Tarrytown, N. Y.; Sterling.
Kelly, Thomas J.; Fort Wayne, Ind.; Marlborough.
Kelley, C. V.; Mt. Vernon, N. Y.; Sterling.
Kelley, Leroy P.; Pittsfield, Mass.; Chalfonte.
Kemp, Thomas L.; Terre Haute, Ind.; Marlborough
Kenny, Thomas J.; Yonkers, N. Y.; Ambassador.
Kennedy, Jas S.; New York, N. Y.; Dennis.
Kindley, Geo. F.; Washington, D. C.; Shelburne.
Kinner, James E.; Cleveland, O.; Shelburne.
Kirch, Louis A.; Chicago, Ill.; Marlborough.
Kirk, C. L.; Indianapolis, Ind.; Ritz.
Klopf, George C.; Chicago, Ill.; Ambassador.
Klumpp, J. B.; Phila., Pa.; Marlborough.
Knapp, K. R.; Phila., Pa.; Shelburne.
Knight, Carl Halsey; New York, N. Y.; Dennis.
Knoky, M. J.; York, Pa.; Strand.
Knowlton, L. E.; Providence, R. I.; Traymore.
Kolls, J. S.; Pittsburgh, Pa.; Ambassador.
Kremelbein, W. C.; New York, N. Y.; Traymore.

L

Lamar, R. W.; Birmingham, Ala.; Ritz.
Landers, Ray E.; Tonawanda, N. Y.; Ambassador.
Lane, George A.; Chicago, Ill.; Ambassador.
Lane, W. P.; Phila., Pa.; Seaside.
Lanning, Ernest S.; Newark, N. J.; Haddon Hall.
Langeliev, Joseph A.; Boston, Mass.; Shelburne.
Larkin, John J.; Chicago, Ill.; Ambassador
Larrabee, H. D.; Norwich, Conn.; Ambassador.
Lasher, C. A.; Kingston, N. Y.; Marlborough.
Lathrop, F. A.; Chicago, Ill.; Ambassador.
Lawall, Harold J.; Phila., Pa.; Traymore.
Lawlor, R. H.; Jackson, Mich.; Traymore.
Lawrence, George M.; Chicago, Ill.; Ambassador.
Lawrence, James; New York, N. Y.; Traymore.
Lawrence, William F.; New York, N. Y.; Strand.
Lawrence, W. F.; Astoria, L. I; N. Y.; Dennis.
Leach, Robert W.; Taunton, Mass.; Traymore.
Learned, John G.; Chicago, Ill.; Traymore.
Lee, John M.; Chicago, Ill.; Ambassador.
Leisen, T. A.; Omaha, Nebr.; Chalfonte.
Lemke, F. A.; Kalamazoo, Mich.; Traymore.
Leudemann, Albert V.; New York, N. Y.; Dennis.
Levan, Daniel H.; Savannah, Ga.; Dennis.
Lewis, Geo. E.; Denver, Col.; Traymore.
Lewis, D. W.; Chicago, Ill.; Chalfonte.
Lewis, William H.; Chicago, Ill.; Traymore.
Light, Cyril Henry; Chicago, Ill.; Ambassador.
Lindsay, Robert; New Bedford, Mass.; Knickerbocker.
Linton, S. E.; Nashville, Tenn.; Marl.-Blenheim
Lipborg, C. H.; So. Bend, Ind.; Ambassador
Little, A. S. B.; Lynbrook, N. Y.
Llewellyn, A. J.; Kingston, Pa.; Shelburne
Locke, Charles A.; Brooklyn, N. Y.; Ambassador
Lockwood, Alan E.; New York, N. Y.; Shelburne
Loeb, Erich; New York City; Dennis
Lohr, Freeman Doolittle; Jersey City; Haddon Hall
Lonergan, S. J.; La Porte, Ind.; St. Charles
Lovell, Maye; New York, N. Y.; Traymore
Lydecker, Frederick Ackerman; Newark, N. J.; Dennis
Lynch, E. P.; St. Louis, Mo.; Marl.-Blenheim
Lynn, Ross W.; Battle Creek, Mich.; Ambassador
Luby, C. V.; Houpester, Ill.; Ambassador
Lundt, Ernest C.; Jersey City; Traymore
Lundgren, A. P.; Kansas City, Mo.; Ritz
Luqueer, R. O.; New York, N. Y.; Ritz-Carlton
Luscombe, Robert H.; Davenport, Iowa; Ritz-C'ton

M

Macbeth, A. B.; Los Angeles, Calif.; Traymore
Macbeth, G. T.; Yonkers, N. Y.; Shelburne
Macedo, Ade; Phila., Pa.; Brighton
Mackey, Frederick C.; Chicago, Ill.; Traymore
Manier, Robert W.; Binghampton, N. Y.; Traymore
Manier, R. L.; Syracuse, N. Y.; Marl.-Blen.
Manss, Fred C.; Troy, N. Y.; Chalfonte
Mahn, Robert B.; New York, N. Y.; Traymore
Marshall, W. H.; Phila., Pa.; Marl.-Blenheim
Marchant, R. L.; Kingston, N. Y.; Marl.-Blen.
Martin, E. B.; Chicago, Ill.; Dennis
Mason, Sidney; Gloucester City, N. J.
Mather, John L.; Wayne, Pa.; Brighton
Matthews, W. A.; Wilmington, Del.; Marl.-Blen.
MacArthur, D.; Jersey City; Shelburne
McAllister, Chas. L.; Phila., Pa.; Traymore
McBride, R. S.; Wash., D. C.; Dennis
McCorkindale, William J.; Roanoke, Va.; Am'dor.
McCrea, Walter Dale; Cambridge, Mass.; Traymore
McCormick, Geo.; New York, N. Y.; Brighton
McCabe, Walter S.; Wilmington, Del; Marl.-Blen.
McDonald, T. Warfield; York, Pa.; Ambassador
McDonald, Donald; New York; Traymore
McGlinchey, Edwin Joyer; Knoxville, Tenn; Traymore
McIlhenny, J. S.; Wash., D. C.; Traymore
McLean, John Duncan; Yonkers, N. Y.; Shelburne
McLeod, Paul Angus; Lafayette, Ind.; Chalfonte
McLoughlin, John P.; Yonkers, N. Y.; Traymore
McLean, H. B.; Yonkers, N. Y.; Shelburne
McKana, George E.; Chicago, Ill; Ambassador
McKearin, John J.; Haverhill, Mass.; Marl.-Blen.
McKay, E. W.; St. Louis, Mo.; Marl.-Blen.
McMinn, John E.; Louisville, Ky.; Breakers
McNary, John B.; Hamilton, Ont.; Can.; Am'dor.
McOwan, Edward Dickson; Jersey City; Traymore
McQueen, James Russell; Wash., D. C.; Traymore
McTernan, Felix J.; Buffalo, N. Y.
Mears, Edw. W.; Phila., Pa.; Dennis
Mears, F. K., Jr.; Phila., Pa.; Dennis
Medcalf, J. Curtis; Baltimore, Md.; Brighton
Menard, Ralph W.; Boston, Mass.; Marl.-Blen.
Mengers, Charles A.; Phila., Pa.; Shelburne
Mervine, Wm. G.; Phila., Pa.; Shelburne
Merritt, Howard N.; Flushing, L. I., N. Y.; Haddon Hall
Merrifield, Wm.; New York, N. Y.; Ambassador
Mettenet, F. X.; Hammond, Ind.; Ambassador
Mettler, Lee B.; Los Angeles, Calif.; Traymore
Miller, William Frederick; Chicago, Ill.; Amb'dor.
Miller, Harold T.; Boston, Mass.; Haddon Hall
Miller, Thomas David; St. Louis, Mo.; Ambassador
Miller, E. F.; Merchantville, N. J.; Ambassador
Miller, B.; Poughkeepsie, N. Y.; Chalfonte
Miller, V. A.; Rochester, N. Y.; Marl.-Blenheim
Miller, Robert W.; San Francisco, Cal.; Marl.-Blen.
Millikan, E. P.; Chicago, Ill.; Dennis
Miller, C. D.; New York City; Marlborough
Milhollan, Frank; Bismarck, N. D.; Traymore
Milton, Marshall M.; Richmond, Va.; Marl.-Blen.
Miles, John; Port Chester, N. Y.; Sterling
Mitchell, Wylie; Middletown, Ohio; Ambassador
Mitchell, Frank Rice; Atlanta, Ga.; Ambassador
Mitchell, James; Cleveland, Ohio,; Marl.-Blen.
Mitchell, G. F.; Chicago, Ill.; Chalfonte.
Mix, Martin I.; Chicago, Ill.; Ambassador.
Moffat, Fred W.; Weston, Ont., Canada; Dennis
Moore, J. H.; New York, N. Y.; Chalfonte
Moody, Harry L.; Phila., Pa.; Traymore
Morris, W. A.; Brooklyn, N. Y.; Traymore
Morse, C. S.; Portsmouth, Va.; Chalfonte
Morgan, A. S.; Phila., Pa.; Shelburne
Morris, Edgar; Wash., D. C.; Chalfonte
Moss, W. E.; Detroit, Mich.; Marl.-Blenheim
Moses, William F.; Auburn, N. Y.; Shelburne
Muehlberg, Clarence E.; Denever, Colo.; Traymore
Mulholland, Thomas A.; Bkyn., N. Y.; Traymore
Muller, Herman, Jr.; Stapleton, S. I., N. Y.; Haddon Hall
Mulholland, S. E.; Fort Wayne, Ind.; Marl.-Blen.
Mullaney, Bernard J.; Chicago, Ill.; Traymore
Munnikhuysen, Walter F.; Chicago, Ill.; Traymore.
Munroe, Chas. A.; Chicago, Ill.; Marlborough-Blenheim.
Munroe, William V.; New York, N. Y.; Traymore.
Murdock, W. J.; Joliet, Ill.; Marlborough-Blenheim.
Murfit, W. G.; Newtown, Pa.
Murray, John L.; Biddeford, Me.; Haddon Hall.
Muster, J. L.; Cleveland, Ohio.

N

Nash, Clinton A.; Davenport, Ia.; Ritz-Carlton.
Nason, Jos. E.; Erie, Pa.; Ritz.
Neal, A. G.; Fitchburg, Mass.; Marlborough.
Neighbour, J. H.; Paterson, N. J.; Ambassador.
Newman, David M.; New York, N. Y.; St. Charles.
Newman, H. H.; Trenton, N. J.; Dennis.
Newman, Samuel; Coney Island, N. Y.; St. Charles.
Newberry, F. E.; Avon, N. J.; Ritz-Carlton.
Nicol, Norman C.; New York, N. Y.; Traymore.
Nicolaus, E. B.; Knickerbocker.
Nichols, V. J.; Chicago, Ill.
Nicolson, Henry W.; Newark, N. J.; Chalfonte.
Nixon, George R.; Pittsfield, Mass.; Chalfonte.
Norcross, J. A.; New Haven, Conn.; Traymore.
Norman, E. A.; New York, N. Y.; Traymore.
North, Edwin; Yonkers, N. Y.; Shelburne.
Norton, James J.; New York, N. Y.; Strand.
North, Melville F.; Fort Wayne, Ind.; Marlborough-Blenheim.

O

Ober, J. H.; Traymore.
O'Brien, C. R.; Long Island City, N. Y.; Dennis.
O'Brien, Wm. F.; New York, N. Y.; Traymore.
O'Brient, Earl J.; Washington, Pa.; Traymore.
O'Callahan, M. J.; New York, N. Y.; Traymore.
O'Donnel, Charles H.; Lowell, Mass.; Chalfonte.
O'Donnell, W. F.; Philadelphia, Pa.; Marlborough-Blenheim.
O'Hare, Thomas C.; Boston, Mass.; Ambassador.
O'Keeffe, J. G.; Newark, N. J.; Ambassador.
O'Keefe, P. F.; Boston, Mass.; Traymore.
O'Neill, Richard W.; New York City, N. Y.
Oldfield, L. E.; Chicago, Ill.; Traymore.
Olson, Fred E.; Grand Rapids, Mich.; Ambassador
Olson, George D.; New York City, N. Y.; Ambassador.
Olwine, H. I.; Cohoes, N. Y.; Marlborough-Blenheim.
Otto, Stuart, New York, N. Y.; Chalfonte.
Overs, J. R.; Cleveland, Ohio; Ambassador.

P

Paffen, Peter; Boston, Mass.; Marlborough-Blenheim.
Paige, Clifford E.; Brooklyn, N. Y.; Traymore.
Papen, Theodore F.; Cambridge, Mass.; Traymore.
Parish, William H.; Philadelphia, Pa.; Marlborough-Blenheim.
Parker, John F.; Rockford, Ill.; Traymore.
Parker, L. R.; Jackson, Mich.; Ambassador.
Parrish, Jr., H. W.; Birmingham, Ala.; Ambassador.
Patterson, F. H.; Rochester, N. Y.; Marlborough-Blenheim.
Patterson, Robert H.; North Adams, Mass.; Knickerbocker.
Phillips, A. I.; New York, N. Y.; Shelburne.
Peck, Irving R.; Chicago, Ill.; Ambassador.
Peffly, I. W.; Long Island City, N. Y.; Dennis.
Peissner, C. J.; Raspeburg, Md.; Brighton.
Pendleton, Mark; York, Pa.; Ambassador.
Perkins, Robert W.; Norwich, Conn.; Marlborough-Blenheim.
Perry, J. A.; Philadelphia, Pa.; Marlborough-Blenheim.
Peters, Anthony Joseph; New York, N. Y.; Traymore.
Peterson, Anna J.; Chicago, Ill.; Ambassador.
Peterson, Oscar F.; Astoria, L. I., N. Y.; Dennis.
Pfeiffer, Bernard V.; Philadelphia, Pa.; Traymore.
Pihlman, A. A.; New York, N. Y.; Traymore.
Pittman, M. H.; Atlanta, Ga.; Chalfonte
Plain, Morse Dell; Hammond, Ind.; Marlborough-Blenheim.
Plummer, Wm. S.; Atlanta, Ga.; Traymore.
Pohle, Cortland G.; New York, N. Y.; Brighton.
Pohlmann, Edward F.; Chicago, Ill.; Ambassador.
Polk, Roger W.; Chicago, Ill.; Traymore.
Pollitt, L. Irving; Baltimorne, Md.; Dennis.
Pollock, E. R.; Omaha, Nebr.; Ambassador.
Poore, Herbert C.; E. Braintree, Mass.; Seaside.
Porter, Charles H.; Cambridge, Mass.; Traymore.
Porter, Edward, Philadelphia, Pa.; Marlborough-Blenheim.
Porter, R. G.; Chester, Pa.; Ambassador.
Post, Winfield; Ossining, N. Y.; Dennis.
Postles, John Van G.; Philadelphia, Pa.; Chalfonte.
Powell, A. R.; Chicago, Ill.; Traymore.
Powers, Raymond T.; Pleasantville, N. Y.; Strand.
Pratt, Charles O.; Detroit, Mich.; Traymore.
Pratt, Ernest W.; New York, N. Y.; Pennhurst.
Pratt, George D.; New York City, N. Y.; Fredonia.
Price, David William; Norwalk, Conn.; Marlborough-Blenheim.

Price, Otto; Boston, Mass.; Chalfonte.
Prince, N. F.; Rochester, N. Y.; Marlborough-Blenheim.
Puryear, W. R.; Ruxton, Md.

Q

Quinn, J. K.; Newport, R. I.; Chalfonte.
Quinn, John J.; Quincy, Mass.; Ambassador.
Quinn, W. C.; Anderson, Ind.; Traymore.

R

Raferty, Walter E.; New York City, N. Y.; Ambassador.
Ramsburg, C. J.; Pittsburgh, Pa.; Traymore.
Ransdell, Duncan D.; Washington, D. C.; Traymore.
Rastenburg, F. G.; Indianapolis, Ind.; Ritz-Carlton.
Rawlins, F. W.; Norristown, Pa.; Marlborough-Blenheim.
Redington, Horace Ray; Pittsburgh, Pa.; Traymore.
Reed, George E.; Bound Brook, N. J.; Dennis.
Reese, John G.; Baltimore, Md.; Dennis.
Reid, C. J.; Philadelphia, Pa.
Reiner, Otto; Paterson, N. J.; Ambassador.
Reynolds, David S.; Boston, Mass.; Chalfonte.
Reynolds, William J.; Newark, N. J.; Chelsea.
Ridley, Jr., C. L.; Nashville, Tenn.; Marlborough-Blenheim.
Rieha, Edward L.; Baltimore, Md.; Ritz-Carlton.
Rogers, Homer R.; Portsmouth, Ohio; Ritz.
Roberson, Jay Charles; New Brunswick, N. J.; Chalfonte-Haddon Hall.
Roberts, Geo. L.; Bristol, Conn.; Shelburne.
Roberts, John M.; Chicago, Ill.; Ambassador.
Robison, Charles D.; Omaha, Nebr.; Chalfonte.
Robbins, M. C.; New York, N. Y.; Chalfonte.
Rodgers, Samuel P.; Baltimore, Md.; Ambassador.
Rodgers, Arthur B.; Norwood, Mass.; Clarindon.
Roland, Cornelius F.; New York, N. Y.; Traymore.
Rosenkrans, Floyd M.; Kansas City, Mo.; Ritz-Carlton.
Ross, C. W.; Philadelphia, Pa.; Shelburne.
Rossman, W. Frank; Brockton, Mass.; Chalfonte-Haddon Hall.
Roth, Harry P.; Pittsburgh, Pa.; Traymore.
Royal, Osmon; Buffalo, N. Y.; Marlborough-Blenheim.
Ruegenberg, J. M.; Philadelphia, Pa.
Runge, Dr. Walter; New York, N. Y.; Marlborough-Blenheim.
Runner, R. K.; Charles City, Iowa.; Ambassador.
Rust, Henry B.; Pittsburgh, Pa.; Traymore.
Rust, W. F.; Pittsburgh, Pa.; Traymore.

S

Saunders, W. E.; Philadelphia, Pa.; Ritz-Carlton.
Savory, T. C.; Boston, Mass.; Ritz-Carlton.
Schaefer, Oscar; Philadelphia, Pa.; Brighton.
Schanze, Jr., H. C.; Belmar, N. J.; Marlborough-Blenheim.
Schauer, Frank F.; Pittsburgh, Pa.; Ambassador.
Schobel, Charles O.; Baltimore, Md.; Traymore.
Schobel, Fred A.; Albany, N. Y.
Schott, Robert A.; Chicago, Ill.; Ambassador.
Schutt, H. S.; Philadelphia, Pa.; Traymore.
Schmidt, E. H.; New York, N. Y.; Traymore.
Searing, Roy B.; Sioux City, Iowa; Strand.
Seelbach, Chas.; Cleveland, Ohio; Chalfonte.
Seelbach, Walter L.; Cleveland, Ohio; Chalfonte.
Seeley, Frank E.; Port Chester, N. Y.; Traymore.
Seidel, Wilbur R.; Rochester, N. Y.; Marlborough-Blenheim.
Selke, A. F.; Newburgh, N. Y.; Chalfonte.
Seideman, Leon; New York, N. Y.; 144 Arkansas.
Seltzer, Leroy W.; Reading, Pa.; Marlborough-Blenheim.
Senior, A. F.; Chicago, Ill.; Ambassador.
Seyms, George B.; Philadelphia, Pa.; Shelburne.
Shankland, Clarence M.; Ann Arbor, Mich.
Shanley, Wm. P.; Norwich, Conn.; Ambassador.
Shattuck, J. D.; Chester, Pa.
Shepard, Richard; New York, N. Y.; Chalfonte-Haddon Hall.
Sherman, Edward S.; Lowell, Mass.; Chalfonte.
Sherwood, Jesse; Coney Island, N. Y.; St. Charles.
Sherwood, J. M.; New York, N. Y.; Traymore.
Shevlin, Edward B.; Albany, N. Y.; Craig Hall.
Shiebler, Marvin; New York, N. Y.; Seaview Country Club.
Short, Arthur F.; Providence, R. I.; Marlborough-Blenheim.
Simmons, Frank K.; Woonsocket, R. I.; Ambassador.
Simonds, O. H.; New York City, N. Y.; Traymore.
Skelley, Silas E.; Portland, Ore.; Ambassador.
Small, Norman C.; East Orange, N. J.; Ambassador.
Smart, Burton; Portland, Maine; Chalfonte.
Smiley, E.; Phila., Pa.; Strand.
Smith, Dorsey R.; Baltimore, Md.; Ambassador.
Smith, Earl; Atlantic City, N. J.
Smith, George H.; New York, N. Y.; Ambassador.
Smith, John C.; Stapleton, S. I., N. Y.; Ritz-Carlton.
Smith, J. Henderson; Philadelphia, Pa.; Shelburne.
Smith, S. S.; Geneva, N. Y.; Haddon Hall.
Smith, T. E.; Geneva, N. Y.
Smith, Thomas G.; New York, N. Y.; Traymore.
Smith, Wendell L.; Battle Creek, Mich.; Ambassador.
Smith, Wm. F.; Brooklyn, N. Y.; Ambassador.
Snyder, Charles S.; Philadelphia, Pa.; Brighton.
Snyder, A. I.; Detroit, Mich.; Traymore.
Souder, William D.; Philadelphia, Pa.; Shelburne.
Sourback, T. M.; Cleveland, Ohio; Ambassador.
Spindle, James Ernest; Grand Rapids, Mich.; Ambassador.
Spitzer, C. M.; Vincennes, Ind.; Traymore.
Spitzglass, J. M.; Chicago, Ill.; Ambassador.
Squier, Harold N.; Scranton, Pa.; Chalfonte.
St. John, John; Madison, Wisc.; Traymore.
Stacey, J. Frank; Cincinnati, Ohio; Dennis.
Stackpole, Chester S.; Norfolk, Va.; Traymore.
Stafford, Walter K.; Boston, Mass.; Knickerbocker.
Stahl, C. R.; Davenport, Iowa; Ritz-Carlton.
Stallings, J. T.; Elizabeth City, N. C.; Glaslyn.
Stark, F. M.; Poughkeepsie, N. Y.; Seaside.
Starzenski, Victor; Schenectady, N. Y.; Brighton.
Steere, F. W.; Detroit, Mich.; Traymore.
Stephen, Guy E.; Worcester, Mass.; Shelburne.
Stephenson, H. R.; Sioux City, Iowa; Strand.
Sterrett, Wm. G.; Chester, Pa.; Traymore.
Stevenson, Jr., F. R.; Chester, Pa.
Stiles, George W.; Portland, Maine; Haddon Hall.
Stites, Townsend; Gloucester, N. J.
Stock, Alvin M.; Utica, N. Y.; Dennis.
Stockton, H. A.; Atlantic Highlands, N. J.; Strand.
Stokes, D. B.; Burlington, N. J.; Traymore.
Stonge, F. W.; Ashtabula, Ohio; Chalfonte.
Stone, James L.; Spokane, Wash.; Traymore.
Stone, Gerald D.; New York, N. Y.; Brighton.
Sumner, James H.; Cambridge, Mass.
Swann, Ada Bessie; Newark, N. J.; Dennis.
Swan, Leon G.; Lawrence, Mass.; Ambassador.
Swanson, J. K.; Saginaw, Mich.; Ambassador.
Swarts, N. B.; Mount Carmel, Pa.; Glaslyn-Chatham.
Swayze, Wilson F.; Newtown, Pa.; Glaslyn-Chatham.
Sweeney, F. X.; Philadelphia, Chalfonte.

T

Taylor, Allyn C.; Reading, Pa.; Chalfonte-Haddon Hall.
Taylor, Horace Greeley; Lawrence, Mass.; Marlborough-Blenheim.
Taylor, P. D.; Philadelphia, Pa.; Traymore.
Taylor, Wm. H.; Atlanta, Ga.; Ritz-Carlton.
Terry, Wm. C.; Nashville, Tenn.; Marlborough-Blenheim.
Thew, Don C.; Beacon, N. Y.; Dennis.
Thoene, Fred Albert; New York, N. Y.; Dennis.
Thomason, R. M.; Burlington, Vt.; Traymore.
Thompson, Theodore; Harvey, Ill.; Dennis.
Thompson, William D.; St. Louis, Mo.; Marlborough-Blenheim.
Thorn, Alexander H.; Chicago, Ill.; Ambassador.
Thurston, R. E.; Putnam, Conn.; Ambassador.
Titus, Ralph Edward; Brooklyn, N. Y.; Ambassador.
Tipscombe, S. A.; Sedalia, Mo.; Traymore.
Toomey, John J.; Chicago, Ill.; Brighton.
Tossell, Albert L.; Chicago, Ill.; Ambassador.
Traugott, J. M.; Philadelphia, Pa.; Shelburne.
Traver, Alva F.; New York, N. Y.; Traymore.
Travis, A. Mayo; Winchester, Ind.; Knickerbocker.
Travis, Geo. W. L.; New York, N. Y.; Haddon Hall.
Trilly, Thomas F.; New York City, N. Y.; Dennis.
Tudbury, J. L.; Salem, Mass.; Ambassador.
Turner, Alfred E.; New York, N. Y.; Ritz-Carlton.
Turner, Lyle; Cleveland, Ohio; Brighton.
Tuteur, Irving M.; Chicago, Ill.; Traymore.

U

Uhlig, Edward C.; Brooklyn, N. Y.; Marlborough-Blenheim.
Underwood, J. A.; Piqua, Ohio; Shelburne.

V

Valentine, H. D.; Chicago, Ill.; Chalfonte.
Vandell, William E.; Fitchburg, Mass.; Ambassador.
Vettisen, G. W.; Newark, N. J.; Chalfonte-Haddon Hall.
Vincent, G. I.; Syracuse, N. Y.; Traymore.
Von Maur, J. D.; Toronto, Ont., Canada; Chalfonte.
Von Maur, J. E.; Toronto, Can.; Chalfonte.
Van Orden, Robert H.; New York, N. Y.; Traymore.
Van Wort, W.; Yonkers, N. Y.; Sterling.
Vredenburgh, F. W.; Newburgh, N. Y.; Chalfonte.

W

Wagner, C. S.; New York City, N. Y.; Strand.
Wagner, Laurence E.; Providence, R. I.; Marlborough-Blenheim.
Walker, Albert C.; New York, N. Y.; Shelburne.
Walker, Jack; New York City, N. Y.; Chalfonte.
Wallace, C. W.; Toledo, Ohio; Traymore.
Walsh, P. T.; Brooklyn, N. Y.; Ambassador.
Walsh, William J.; New York, N. Y.; Dennis.
Walter, Carl C. S.; Baltimore, Md.; Shelburne.
Ward, D. L.; Chicago, Ill.; Traymore.
Waring, Clarence H.; Kansas City, Mo.; Marlborough-Blenheim.
Warner, A. W.; Chester, Pa.; Ambassador.
Warrne, P. D.; Chicago, Ill.; Ambassador.
Washer, O. R.; Morristown, N. J.; Dennis.
Watson, Burl S.; New York, N. Y.; Traymore.
Way, John G.; Cleveland, Ohio; Ambassador.
Weaver, Elmer R.; Washington, D. C.; Ritz-Carlton.
Weaver, Fred A.; Mansfield, Ohio; Shelburne.
Weaver, Harry O.; New York, N. Y.; Brighton.
Webber, M. Bernard; Boston, Mass.; Marlborough-Blenheim.
Weber, F. C.; New York, N. Y.; Ritz-Carlton.
Weedon, John F.; Chicago, Ill.; Ambassador.
Weeks, Joseph F.; Brooklyn, N. Y.; Shelburne.
Wehnert, H. C.; St. Louis, Mo.; Marlborough-Blenheim.
Weiser, John A.; Pittston, Pa.; Ambassador.
Weiss, J. M.; New York, N. Y.; Marlborough-Blenheim.
Wells, Jr., George F.; Dover, N. J.; Marlborough.
Wells, Fred K.; Cambridge, Mass.; Knickerbocker.
Wells, H. H.; Newark, N. J.; Dennis.
Wells, R. D.; Royersford, Pa.; Shelburne.
Weston, Edgar C.; Toledo, Ohio; Traymore.
Wetzel, C. E.; Philadelphia, Pa.; Dennis.
Wetmouth, Thomas Rote; Buffalo, N. Y.; Marlborough-Blenheim.
Whipple, C. R.; Schnectady, N. Y.; Traymore.
Whipple, H. S.; Rockford, Ill.; Ambassador.
Whipple, Robert H.; Philadelphia, Pa.; Traymore.
White, Howard E.; Bridgeport, Conn.; Brighton.
White, E. L.; St. Louis, Mo.; Marlborough-Blenheim.
Whittaker, Frederic S.; Philadelphia, Pa.; Brighton.
Whittaker, A. D.; Atlanta, Ga.; Shelburne.
Whittington, James A.; Chicago, Ill.; Ambassador.
Whitwell, George Miller; Washington, D. C.; Haddon Hall.
Wieber, George A.; Utica, N. Y.; Shelburne.
Wilbeir, W. Frank; Bradford, Pa.; Traymore.
Williams, C. T.; Sioux City, Iowa; Strand.
Williams, Frederick S.; Springfield, Ill.
Williams, Roger, New York City, N. Y.; Marlborough.
Willett, W. M.; Aurora, Ill.; Marlborough-Blenheim.
Willis, E. N.; Dallas, Texas; Traymore.
Willis, Lester A.; Atlantic City, N. J.
Wilmart, G. H.; Eauclaire, Wis.; Dennis.
Wilputte, Louis; New York, N. Y.; Marlborough-Blenheim.
Wilson, H. A.; Newark, N. J.; Haddon Hall.
Wilson, Jr., L. B.; Baltimore, Md.; Brighton.
Wilson, Percival A.; Philadelphia, Pa.; Shelburne.
Windle, Ernest G.; Philadelphia, Pa.; Shelburne.
Winters, A. C.; Chicago, Ill.; Ambassador.
Winterstein, Clarence C.; Philadelphia, Pa.; Shelburne.
Wohrley, J. R.; New York, N. Y.; Ritz-Carlton.
Wolfe, A. McW.; Baltimore, Md.; Traymore.
Wolfe, John H.; Baltimore, Md.
Worhas, F. S.; Yonkers, N. Y.; Shelburne.
Worthing, Leigh E.; Syracuse, N. Y.; Ritz-Carlton.
Wright, A. B.; Atlantic City, N. J.
Wurth, William, Chicago, Ill.; Ambassador.
Wyant, Robert E.; New Haven, Conn.; Ambassador.
Wyant, Robert R.; New Haven, Ct.; Ambassador.
Wyld, S. A.; Taunton, Mass.; Knickerbocker.

Y

Young, Louis; Baltimore, Md.; Chalfonte.
Young, Percy S.; Newark, N. J.; Shelburne.
Young, R. R.; Newark, N. J.; Shelburne.
Young, S.; Kalamazoo, Mich.; Traymore.

Z

Zitzewitz, W. R.; Chicago, Ill.; Marlborough-Blenheim.

Motors and Mechanical Equipment*

Cost of operation in distribution work reported by 1926 committee

J. Henderson Smith

Chairman, Philadelphia, Pa.

YOUR Committee on the Cost of Operating Motor Vehicles and Mechanical Equipment in Distribution Work divided its efforts into two parts: First, Cost of Operating Motor Vehicles. Second, Cost of Operating Mechanical Equipment in Distribution Work. The report of your Committee will treat of these subjects in this order:

Cost of Operating Motor Vehicles

Transportation has become such an important factor in the quality of service rendered by public service companies, and the investment therein is so great that the question of correctly accounting for the expense and the compilation of statistics in connection therewith is an important one.

It has been felt that some method should be adopted to provide a standard form of report showing the various items of expense in such form that the information may be exchanged between member companies.

The scope of the Committee was understood to include the drafting of a uniform classification of accounts, to which the various items of expense may be allocated and a standard form of report, copies of both of which are made part of this report. Intermediate forms are also included as suggestions. While it is recognized that these latter forms may not be acceptable to all companies as drafted, it is felt that they may be readily adapted to the individual needs of any particular company.

The forms to be used in obtaining the detailed information are not vital, the Committee feeling the desideratum being the uniform classification of the items and the standard form of report.

Costs By Separate Vehicles

It is the recommendation of the Committee that all costs be kept by individual vehicles. While this may seem unduly laborious and expensive, it is felt the results obtained will justify any expense incurred. Only by knowing exactly what is the cost of operating each individual vehicle, can we determine the most economical and efficient unit.

This cost can be conveniently kept by assigning numbers to the various vehicles. The numbers may be assigned to classes of vehicles by series, in order that the number may indicate the type of vehicle, or they may be assigned in rotation as the vehicles are acquired.

The work of the Committee has demonstrated that those companies keeping costs in such a manner that they do not have complete cost records of individual vehicles have, nevertheless, adopted substitute methods to determine the vehicle which may be expensive to operate.

If, however, it is not desired that individual vehicle records be kept, it is the suggestion of the Committee that the costs be kept by groups according to the classes of vehicles. For instance, Ford Trucks, Ford Roadsters, Dodge Trucks, etc.

Ledger Accounts

The submission of a uniform classification of accounts does not necessarily mean that in order to follow this classification, ledger accounts must be kept as set forth. It is recognized that companies are keeping their accounts in accordance with accounting orders of regulatory bodies and that the classification of accounts used in accordance with such orders may not permit all the charges to be made as outlined in this report. This, however, will not prevent the assembling of the information necessary to prepare the standard report.

To take care of such a condition, the records may be kept in a sub-ledger or in a loose-leaf record. A company operating any considerable number of vehicles would probably keep a sub-record in order to facilitate the bookkeeping work whether the proposed classification is followed or not. For instance, the classification system used may provide for all insurance being charged to "Insurance," making no distinction between insurance of property used in the production and distribution of gas and motor vehicle insurance. In a case of this kind, no charge would be made on the general records to "Transportation Expense," but the insurance item applicable to the motor vehicles would be posted on the sub-record to the appropriate sub-account provided by this report.

Vehicle Investment

Inasmuch as the investment in motor vehicles is considered by practically all classifications of regulatory bodies as a fixed capital item, some companies provide for the eventual retirement of motor vehicles in their general appropriation for retirement of fixed capital. In the event of this being so, the charge may be treated in the same manner as outlined for Insurance.

If for any reason it were not considered desirable to show on an auxiliary record an item for retirement of any particular portion of fixed capital this

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may be omitted but the standard report should indicate the fact.

While a method to be used to determine the appropriation for the retirement of motor vehicles is not considered within the scope of this report, it is thought it might be well, for the benefit of those companies not heretofore providing for such an item of expense, to submit the method used as disclosed by a questionnaire submitted to a selected list of companies.

Answers to Questionnaire

The answers to this questionnaire disclosed that the most generally used basis for determining the amount to be set aside for retirement of motor vehicles was the mileage basis. In using this basis, a certain rate per mile of use was multiplied by the number of miles used as recorded by the odometer. The rate used varied with the original cost of the vehicle. No rates are shown in this report but anyone interested can obtain a suggested list of rates to be used as a guide by communicating with the Committee. It should be realized, however, the rates should vary with the class of work done and the topography of the country.

While not possibly within the scope of the Committee, considerable thought was given to the method to be used in allocating the cost of transportation to the accounts benefited.

The replies to the questionnaire sent out indicated no uniformity, some making no allocation, others using a mileage basis, still others a vehicle-hour basis; the greater number using the latter basis.

Vehicle-Hour Basis

After giving this problem due consideration, the Committee is of the opinion that the most practical and simplest method is the vehicle-hour basis.

It is recognized that while this method may not be in accord with the strictest accounting principles, due to the fact that all the elements of cost are not dependent on hourly use, it was the opinion the hourly method was sufficiently accurate for all practical purposes and should entail less labor.

In order to obtain the amounts to be charged to accounts benefited it would be necessary to keep a time card for each vehicle, recording thereon the actual time the vehicle was used on various classes of work. In this way a sub-division of the various expenses incurred in operating a vehicle may readily be made and charged periodically to the accounts benefited.

The proposed classification of expenses incurred in connection with the operation of motor vehicles is considered as a provision for sub-accounts under the primary account "Transportation Expense," as provided in the Uniform Classification of Accounts for Gas Utilities prescribed by the National Association of Railway and Utilities Commissioners, but may be adapted to such other systems as may be in use.

TRANSPORTATION EXPENSE

Motor Fuel and Electric Energy

Charge to this account the cost of gasoline and electric energy used in operating, which is chargeable to each vehicle.

Tire Renewals

Charge to this account the cost of tires and tubes and repairs thereto.

Lubricants

Charge this account with all lubricating oils and grease used in operating vehicles, as are directly chargeable to each vehicle.

Repairs—Chassis

Labor—Material: Charge to this account all expense incurred in the upkeep of the chassis and motor including repair parts, labor and direct supervision whether made by the company or by an outside repair shop. Include also the inspection of the vehicles and the upkeep or renewal of all accessories which are as a general rule attached to the chassis (including the dash), such as lamps, prestolite outfits, lighting batteries, tools, warning signals, meters and batteries used as a source of motive power.

If desired a sub-account may be provided to which may be charged the expenses applicable to the motor.

Repairs—Body

Labor—Material: Charge to this account all expense of upkeep of the body, both labor and material, also the upkeep or renewal of all accessories to the body such as clocks, curtains, tops, windshields, fire-extinguishers, etc. Include also the painting of the entire vehicle.

Repairs Due to Accidents

Charge to this account cost of repairs due to collisions or other accidental reasons.

Miscellaneous Expenses

This account is intended to cover extraordinary expenses incurred in operating, not provided for in the foregoing accounts, and which are directly chargeable to each vehicle, such as tire chains, chauffeurs' expenses, uniforms, gloves, robes, overcoats, etc.

Garage Rent and Maintenance

Charge to this account the rent paid for and maintenance of garage buildings. This should also include the storage of vehicles in public garages. This account may be apportioned to each class of vehicle on the basis of floor space occupied. Where the garage occupies only a portion of the building, rental should be charged on the basis of the rates the useful floor space occupied by garages bears to the entire

useful space of the building. In the case of company owned property, the companies may, if desired, include an amount charged as rental which should include taxes, insurance, maintenance, water rent, retirement of and interest on investment in both land and buildings.

Garage Labor

Charge to this account all garage labor of washing, oiling and greasing the vehicles, watchmen, etc.

Garage Expense

Charge to this account the cost of upkeep of permanent equipment, such as electrical charging equipment, gasoline tanks, pumps, etc., and all garage supplies including water for washing, soap, gas or other fuel for heating water, grease, waste, kerosene, metal polish, cheese-cloth, sponges, chamois, brooms, etc. This account should also be charged with time of instructor and pupil in the case of employees being taught to drive.

Superintendence

Charge to this account the salary of the superintendent of transportation or such other employee as may have direct jurisdiction over the Transportation Department, also the salaries of vehicle despatchers, record clerks, accounting clerks and foremen, in accordance with the time spent on such work.

Taxes and Licenses

Charge to this account all Vehicle and Drivers' Taxes and Licenses.

Insurance

Charge to this account the proportion of premiums paid, (applicable to the accounting period), for fire, liability and casualty insurance on vehicles. If insurance is carried by the company itself, the amount set aside should be charged to this account.

Retirement Expense

Charge to this account such an amount as the accounting company may desire to provide as a reserve, against which reserve may be charged the original cost of vehicles retired from service.

Cost of Operating Mechanical Equipment in Distribution Work

The increasing use of mechanical equipment in distribution work has created a demand on the part of engineers for a cost system which can be applied to each class or type of machine, and for standard forms of reports, in order that the cost of operation and the efficiency of various types of equipment may be determined.

In an effort to determine the methods followed, a questionnaire on the subject of Mechanical Equipment Operating Costs was sent to many of the larger member companies of the American Gas Association. Replies were received from ten (10) representative companies. A summary of these replies shows the following facts.

1. All are operating mechanical equipment. That four (4) distinct types of back-fillers are in use.

That six (6) distinct types of ditchers are in use.

That four (4) types of compressors are used, but that one type is in a large majority.

The companies reporting were located in all sections of the country, and represent almost every soil condition and distribution problem which could possibly be encountered.

If we had comparable costs on all the various types and kinds of equipment in use, we would simplify very materially the purchasing problem when we wish to purchase new equipment.

2. Of the ten companies reporting, eight (8) companies considered a compressor, mounted on a Ford truck, as one unit of equipment. One company considered it as two units, and one company was not using compressor equipment.

Six (6) of the seven (7) companies considering it as one unit called the unit a compressor, while two (2) classified it as a truck.

Classification of Accounts

3. Three companies of the ten reporting submitted a definite classification of accounts to cover the operations of mechanical equipment.

4. That in charging the cost of operating mechanical equipment:

One (1) company charged all cost direct to the job and one (1) charged to jobs on the basis of labor cost on the job. This was in the case of miscellaneous equipment.

For trenching and backfilling machines seven (7) charged to the job on an hourly rate; two (2) on the basis of feet of trench dug or backfilled, and one (1) on the basis of the operator's time.

Comparable methods were used in allocating cost of compressor operation.

5. Six (6) companies charged retirement expense as a cost of operating mechanical equipment; while four (4) did not include that item as an element of cost.

Six (6) companies used cost, less scrap value distributed over the estimated life of the machine as the basis for figuring the retirement rate.

Two (2) companies figured the rate in the case of diggers and backfillers on the basis of the number of feet dug. Two had a different method for backfillers and diggers than for compressors. (Basis of feet dug or filled and according to size.)

6. Six (6) companies charged the retirement cost to the jobs; while the other four (4), not making a charge for retirement, did not have a cost to distribute to the jobs.

Wide Range of Practices

Answers to all questions showed a wide variance in the practices comparable to the points presented in the foregoing analysis. The questionnaire having definitely established the need for a uniform classi-

fication to be followed, the Committee submits a definite plan for your consideration.

We appreciate the fact that some companies may not be able to include all the elements included in the cost classification. In most cases there is no argument, but, whenever such elements are not included by a company, a comparison can be easily made without analyzing the entire group of accounts, if the general principle advanced therein is acepted.

The Committee recommends that all charges, which make up the total cost of operating mechanical equipment used in distribution, be made to one controlling account, which will be cleared by distributing the charges thereto to the various jobs on which the equipment was used during the month.

The method to be used for distributing charges to the controlling account is left to the accounting executives of the various companies. The plan used by any company must be dictated by the company's operating policy.

The following classification is proposed. Account numbers shown are merely suggestive, and used to illustrate the principle which is involved.

The controlling account may be called Account Number 1,000.

Power Operated Mechanical Equipment Expense

This account shall be charged with all expense incurred by the accounting company in the operation of mechanical equipment used by the distribution department. (This classification includes Diggers, Backfillers, Compressors, Concrete Mixers, Power Pumps and any other equipment which is operated by energy supplied by motors or engines).

Charges to this account shall be distributed at the end of the month to the various operating or investment accounts to which the cost of jobs worked on were charged.

This account will be subdivided as follows:

1. Traction Ditcher
2. Backfillers
3. Compressors
4. Other Equipment

The subdivision shown presupposes a separate cost on all Diggers, Backfillers and Compressors. This group makes up the mechanical equipment used most extensively, and is, therefore, the most important for cost purposes. If any company wishes to secure a cost on pumps or other equipment, other subdivisions can be provided.

The elements which go to make up the total cost of operating mechanical equipment are:

(a) Labor—Operating: To this division shall be charged all labor used in the operation of the equipment on the job.

(b) Labor—Maintenance: To this division shall be charged all labor cost incurred in maintaining the equipment at an efficient operating standard. For compressors mounted on trucks, the labor maintenance should be further subdivided into labor used on the compressor proper and labor used on the truck.

(c) Repair Materials and Parts: To this division shall be charged all materials and parts used in repairing mechanical equipment. For compressors mounted on trucks, this item should be subdivided as shown above for labor.

(d) Gasoline and Motor Fuel: To this division shall be charged all gasoline and motor fuel used in operating mechanical equipment.

(e) Lubricants: To this division shall be charged all lubricating oil and grease used in operating mechanical equipment.

(f) Taxes and Licenses: To this division shall be charged the cost of all vehicle taxes and licenses which are levied by the State or Municipal Governments.

(g) Insurance: To this division shall be charged the cost of insurance of any nature which is taken out to cover mechanical equipment and its operation.

(h) Retirement Expense: To this division shall be charged the amount set aside to provide for retiring and replacing mechanical equipment.

(j) Other Charges: To this division shall be charged any charges which should properly be made to this account that are not included in the foregoing subdivisions.

(k) Credits: To this division shall be credited amounts received for the rental of mechanical equipment to affiliated or other corporations.

The foregoing accounts will provide the cost information necessary for distribution men to properly control the operations of mechanical equipment.

In case a company wishes to make a further subdivision of operating costs, such may be made by adding other letters with a proper explanation.

(Editor's Note: This report is abridged due to lack of space. The complete report can be secured from the A. G. A.)

Architects and Builders Service*

1926 committee report deals with various phases and recent architectural competition

A. W. Humm

Chairman

DURING the past year this Committee has concentrated its efforts largely on one project, the Architectural Prize Competition, but has not neglected furthering the general lines of activity established by previous committees. Four meetings have been held during the year; one of which included an extensive tour around the city of Chicago inspecting insulated houses and master meter installations, through the courtesy of the Peoples Gas Light and Coke Company.

Master Meter Studies

Further attention has been given to the so-called "master-meter" plan for apartment houses, but since only two companies have made any considerable number of such installations, it is impossible at this time to publish any statistical results. Some installations have been made in other cities, and there are several companies considering adopting this plan.

From the figures developed in Chicago it is obvious that the installation of a master meter in certain types of buildings—notably the apartment-hotel and the furnished one—and two-room apartment buildings—is a very satisfactory arrangement to the owner, the tenants and to the gas company.

The owners figure the cost of gas for the entire building and include it as a flat figure in the rent, allowing unlimited gas service to the tenants. There is apparently little abuse of this privilege by the tenants as they are of the "light housekeeping" variety and the appliances consist largely of small ranges. The free gas service (and refrigeration) gives the owner a strong argument which appeals to prospective tenants, and this plan in many instances saves considerably on the cost of piping the houses, as separate risers are not required for each apartment.

Acts Against Electrical Installations

It is believed that this plan also tends to prevent the installation of electrical cooking appliances which might otherwise be installed in these kitchenette apartments. Whether or not this master meter system affects the total amount of gas consumed in the building has not yet been fully determined. In some buildings the piping has been installed for individual meters so that if the owner wishes to change, the individual meters may be put in without difficulty. No such changes have yet been requested, however.

Incidentally, it may be noted that although this system is sometimes referred to as the "single" meter plan, there are in reality two large meters installed in parallel in each case so as to avoid shutting off the service if one has to be removed, replaced or repaired.

Desirable From the Company's Standpoint

From the gas company's standpoint this master meter arrangement is desirable for a number of reasons. The cost of meter reading, billing, collecting, shut-offs and turn-ons—in fact all of the customer costs are proportionately reduced. Instead of a large number of small consumers (generally unprofitable) there is but one large consumer, to the advantage of the gas company without anyone being the loser. Another factor, already mentioned, is the meeting of possible electrical competition. It is also understood by the Committee that servicing and complaint calls are also reduced.

In passing it should be stated that the master meter idea requires active salesmanship to accomplish; its novelty acts as a resistance in the mind of the building owner. Again this is, naturally, a feasible plan more largely in new buildings, and further, can not be indiscriminately applied to all apartment houses.

Insulation Investigations

Manufacturers of house insulation materials have courteously sent representatives to our meetings to explain the matter of insulation in detail. The Committee also visited several insulated houses, notably the Ashenhurst house, and studied both the methods of applying insulating materials and the economy in fuel resulting therefrom. As a result, this Committee strongly advocates a promotion of the insulation idea by all gas companies interested in selling gas for domestic heating. As we understand that the House Heating Committee is giving this subject adequate treatment in their current report, we shall not discuss it further.

Miscellaneous Activities

In the field of general promotion of gas in the minds of the builders, we have prepared and inserted an advertisement in the annual special issues of the two leading trade papers. American Builder and the National Builder, which had especially wide distribu-

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* Presented before the Commercial Section, A. G. A. Convention, Atlantic City, October 11-15, 1926.

tion in bound book form throughout the building trade. As a result we have had numerous inquiries from contractors and builders which have been turned over to the local gas companies for attention.

The Architectural Prize Competition

The success of the Architectural Competition conducted last year by the Peoples Gas Light and Coke Company led this Committee to undertake a national competition this year, and the Executive Board appropriated $8,500 for this purpose. Upon consulting the American Institute of Architects we found that they have adopted a code regarding competitions which must be met in order to receive their endorsement. With the assistance of the chairman of their Competitions Committee, Mr. Lansing Holden, we were able to conform to these requirements.

The first step was the selection of an Architectural Adviser to act with us in conducting the competition and we were fortunate in securing Mr. William Adams Delano of the firm of Delano & Aldrich, who is a nationally known architect of high ability. In consultation with us he drafted the Program of the Competition and assisted in preparing the advertisements.

All Architects Invited to Compete

The invitation to compete was mailed to eight thousand architects throughout the United States and Canada, and was advertised in full page space in two successive issues of four leading architectural journals (American Architect, Architectural Record, Pencil Points, and the Journal of the American Institute of Architects). News releases were issued through the Public Utility Information Bureaus and widespread publicity was secured in various trade journals.

Nearly two thousand architects wrote in for copies of the program—and the information on piping, flues, appliances, which was inserted therein—so that the story of adequate gas service was distributed widely among these men.

The requirements of the competition need no repetition in detail here. They called for plans and elevation for a six-room suburban house properly equipped for gas service. Based upon our inquiries regarding other competitions we figured roughly on getting 100 to 150 entries, but by May 15, the closing date, our Headquarters office resembled a lumber yard piled high with crates. Upon opening the various packages we found that the total entries numbered 366—larger than most similar competitions.

These plans and drawings—of houses adequately equipped for gas service—were then judged by a jury elected by the contestants through a mail ballot. The architects of the jury were Mr. Aymar Embury II, and Mr. Dwight James Baum, who are well known for their work; and Major Alexander Forward, Secretary-Manager of the American Gas Association was the third member of the jury. He was assisted by R. B. Mahn of the Consolidated Gas Company of New York; and Mr. Delano was also of great help in the arduous task of selecting nine prize plans and five honorable mentions from the large number of drawings.

Results of the Competition

There is no question in our minds that this competition was successful in creating a widespread interest in and knowledge of the value of planning for adequate gas service in the home. The care shown by the contestants in including and placing the various appliances in their drawings is adequate testimony of this fact. We find, upon inquiry, that many architects who did not actually participate in the competition did read the program and preserved it in their files for the data it contained on gas service.

The first six plans were published by Pencil Points in the August 1926 issue. The advertising, printing, prize money, postage, etc., used up nearly all of the appropriation and the balance was spent in returning the drawings to the successful contestants.

This situation left practically no funds available for the publication and distribution of the prize plans in booklet form which is of course the most important step in realizing on the benefits of the contest.

Distribution of Booklet Containing Prize Plans

The Association has therefore underwritten the publication of approximately ten thousand copies of the booklet, for sale to gas companies and manufacturers to permit their distribution to architects throughout the United States and to those known to be interested in home building locally.

Between the covers of this standard size folder are: a booklet containing the fourteen prize and honorable mention drawings together with sixteen pages of text material telling, from the architect's viewpoint, the story of planning and installing piping, flues, outlets and appliances in the home, plus a tab in back of booklet for carrying any data sheets desired.

We believe that this booklet, following on the heels of our Competition, has done an excellent job of awakening architects to the possibilities of more adequate gas service, and will result in a greater recognition of gas in their plans for residences wherever distributed locally. We urge all gas companies to capitalize on the contest in this way by distributing them liberally in their locality.

Some Additional Help

We cannot close this report without acknowledging our indebtedness to the various gas companies who aided us in giving publicity to the competition.

We wish also to thank Major Alexander Forward, Secretary Manager of the American Gas Association for the large amount of time and thought which he devoted personally to this enterprise.

The Good-Will Value of Good Window Displays

S. C. Rieser

Laclede Gas Light Company, St. Louis, Mo.

PUBLIC opinion is a fickle thing; always growing one way or another; never standing still. The baseball pitcher may be a hero at the start of the game, but he is apt to hear the cry of "Take him out" before the game is over. And, very unfortunately, public opinion is not often based upon sound and deep thinking; it develops from casual and often hearsay evidence.

Perhaps one of the best means of realizing the peculiarity of public opinion is to read the "peoples columns" of the daily newspapers, the open forums in which readers express their ideas. An analysis of most of the letters found here will show that the writers have either some personal ax to grind or else have not based their ideas on sound reasoning.

Of course these letters are written by extremists; the so-called "average man" seldom writes his opinion publicly. But nevertheless these letters, as do the other columns of the press, reflect the underlying trend of mass opinion in a community. The day is largely past when newspapers lead public opinion; their effort is mainly devoted to reflecting the ideas of the readers.

It is before the casual mind of the man in the street that most of our causes are tried. He is the judge and jury in our case. We may have an unimpeachable record of rectitude, but unless the man in the street knows it he may condemn us unheard. It is for these reasons that public utilities, and particularly the gas companies, are jealous of public good-will and seek carefully to cultivate not only the real thinkers but also the general public—all of whom are our customers.

Good-Will Displays Vary

Good-will windows take many forms. A recent example which has come to the writer's attention was a display of a model of a new hotel under construction in the gas company's territory, suitably surrounded by scenery lending impressiveness to the picture. A modest (but easily seen) card alongside informed the public that the Blank Gas Company was co-operating with the builders of the hotel in providing adequate gas service for the comfort and convenience of the future guests.

Historical themes, localized events, fairs, Old Home Weeks, and many such events offer great possibilities for the gas companies to give window displays which will interest and win the opinion of the community. A moment's thought will suggest to you a dozen ways of tying your windows up to your community's activities in this way. They are bound to make the man in the street think more highly of you and your public service.

Actual figures to show that window displays pay are not available. But the reports turned in to the American Gas Association Committee on Window Displays by companies which have adopted this modern method of merchandising prove overwhelmingly that window displays pay!

There is only one word of warning which this Committee wishes to give. That is—don't try to make window displays yourself unless you are an experienced hand at this science!

Making window displays is a science. There are men who have made a study of it for years. These men are the ones you should get to design your displays.

The only failures which have come to the attention of this Committee are those instances where the window displays have been designed by "advertising men" or novices who think that "they know a good trim when they see it. These men cannot expect to produce good displays. They are not able to analyze, pick out the important thing the display must get over, and then use the various materials to produce this effect attractively.

The science of making window displays has passed the stage of "home made" productions. The public is accustomed to thrown-together displays and gives them no more attention than they deserve. You will do well to either save your money or else do the job right by having experienced display companies do your designing and construction.

Home Service*

1926 committee report discusses many important details

P. D. Warren

Chairman

DURING the past few years Home Service has made rapid gains in the gas industry under the able leadership of previous chairmen of the Home Service Committees, particularly as a result of the work of Mr. Philmer Eves and Miss Ada Bessie Swann. At the beginning of this present Committee's year there were seventy-four gas company Home Service Departments and there are at this writing sixteen more.

* Presented before the Commercial Section, A. G. A. Convention, Atlantic City, October 11-15, 1926.

When we took up our work last fall we felt that the previous satisfactory spread of Home Service gave us time to undertake a deeper study of the functions and results of this work, rather than continue merely to promote additional departments. The thought behind this was to secure more accurate information and guidance which would be useful in the future expansion of present Home Service Departments, and enable future Committees to speak with surer knowledge in spreading the gospel among gas companies.

Hence, while this year's report is less spectacular than those of other years, nevertheless we believe that it has real value in contributing to the permanence and sound operation of Home Service.

The A. G. A. Home Service Counsellor

We have been particularly fortunate in having at A. G. A. Headquarters a Home Service Counsellor, in the person of Miss A. Deane Sowell, devoting her entire time to the work of this Committee. Through her efforts a great deal of valuable material has been gathered from existing sources which will be of benefit to present and prospective Home Service Departments.

Miss Dowell's work has been largely research and assistance to Home Service Directors in solving their particular problems, but with her accumulated data and previous experience she has been able to guide the formation of new Home Service Departments as to policy and operation in a way which prevented the usual mistakes and waste motions ordinarily incident to such new ventures. Our Counsellor has also been of material assistance in finding Directors for gas companies needing such services, and in assisting Directors to find positions.

The results accomplished in the short time in which the Counsellor has been employed (six months) have been more than sufficient to justify the Commercial Sections' recommendation at the last Convention, and to warrant our recommendations to you at this time that the Headquarters work be so continued, and if possible expanded, particularly as to field work among the company members.

The Chairman wishes to point out also that the members of this Committe have themselves contributed real aid to the work both in planning the program and exhibits for this Convention and particularly in contributing from their experience and knowledge to the following report. The Chairman's appreciation and thanks are extended to all of them for their active, working support during the past twelve months.

What Is the Purpose of Home Service Work in the Gas Industry?

THE casual observer of Home Service work among gas companies sees only the surface operations of the departments and sometimes is puzzled to know the basic aim behind a number of activities which are apparently unrelated to the normal business of the gas company. The teaching of cooking, through lectures and demonstrations, or by means of house to house visits, is understandable as related directly to the use of gas; but just what connection there is between the distributing of "reducing" diet cards and the gas industry is more difficult to grasp.

In some cases, too, the popularity of Home Service work in other gas companies has led the executives of a gas company to set up a Home Service Department without a clear analysis of the objectives and policies of this effort—either in general or in their specific territory. The result of this has been either lost time for the period in which the Director has floundered along without a policy or even a direct detriment to the company through undertaking activities not suited to the particular conditions existing. Then, too, considerable diffusion of energies results from the lack of a consistent purpose and policy.

Executives Should Understand Aims of Home Service

It is, therefore, highly essential that gas company executives should understand the various aims of Home Service, select those which coincide with their peculiar needs, and lay down policies upon which the actual operations may be based and by which results may be judged. This planning should take place largely before the Department is established and the Director employed; although a competent Director can be of great assistance in working out the schedule of operation along with the planning of policy.

What Does Home Service Aim to Accomplish?

There are only three major objectives in Home Service work, although these are often so modified in particular cases as to appear more numerous. Briefly these are:

1. To sell more gas.
2. To sell gas appliances.
3. To build better customer relationships.

It will be noted immediately that various companies place different values on these three aims, but this is due to the requirements of their territories. There are instances in which the company is not particularly desirous of increasing its load, and yet maintains a Home Service Department for the purpose of meeting an unfortunate situation in its public relations.

Selling More Gas

Probably most of the Home Service Departments today devote the larger share of their attention directly or indirectly to this end. And this is as it should be, because after all the final test of any business activity is its productivity of making or selling a product. The sales effect may not be direct as to be easily traceable, but it is nevertheless existent.

The purpose of increasing gas consumption is generally worked out into the form of securing more use of the kitchen range—including both a more frequent use of this appliance and a more comprehensive use of its facilities (to keep its oven as well as top burners busy). The practical method of achieving this aim is the teaching of cooking, the distribution of recipes, lectures, demonstrations, home visits, radio talks, publicity articles, etc. All of this tends to break down the modern housewife's idea that cooking is drudgery. By teaching the use of oven control devices, or time and temperature cooking, by devising new and attractive menus and recipes, the Home Service Department establishes the kitchen range in the mind of the housewife as an up-to-date, labor-saving, and pleasant instrument of home-making.

All Gas-Consuming Appliance Sales Stimulated

However, lest this work become too one-sided, and raise difficulties with the operating departments of the gas company by exaggerating peak cooking loads, the broad-visioned Home Service Director will also stimulate the use of other gas appliances in the home. Hot water for laundry and sanitation is demonstrated as a necessity for home comfort and happiness. By showing modern practice of laundering, by teaching the daily bath, and by many other methods, Home Service arouses in the housewife a desire for housework which requires more hot water —and more gas consumption—and robs these labors of their previous dislike.

Similarly the other household activities which require the use of gas—such as caring for children properly, in maintaining suitable room temperatures for their nurseries—are covered by this work. A careful analysis of the possibilities for development of gas use through existing meters will point out many other ways by which a competent Home Service worker may build gas sales.

Selling Gas Appliances

It should not be assumed that a Home Service Department is directly a sales staff for appliances. As a matter of fact, it is very wise for the workers to avoid any direct sales effort; one of the strong drawing features of Home Service from the housewife's viewpoint is that "it isn't selling anything." Prices, terms or specific sales points of appliances should not be the language of the lecturer or cooking teacher.

However, the very fact that lectures and demonstrations are given on particular appliances creates in the mind of those attending Home Service meetings a desire for those appliances. Newer and better cooking methods by means of the oven-controlled range, or the saving in backaches resulting from the use of the cabinet type range, are obvious and appeal to the housewife at once. This sets up a new ideal or standard in her mind which she will use when purchasing appliances.

Besides this, the teaching of the manifold uses of gas in the home—for laundry, room heating, etc.—arouses new conceptions in consumers' minds as to household conveniences which can be fulfilled only through the purchase of the appliances to accomplish these purposes.

Where home visits, demonstrations, and follow-up of new appliance installations are part of Home Service, the Directors have many an opportunity to initiate an idea which takes the eventual form of purchasing a new appliance.

It will be seen that the result on appliance sales is necessarily indirect, but it is very real.

Building Better Customer Relations

This is the least tangible of the aims of Home Service work, but nevertheless has great value which should not be underestimated. The intimate personal contacts with gas company customers which are made by Home Service workers are of inestimable benefit to the company. Sympathetic understanding and help on domestic problems provided by these Directors through telephone calls, house visits, complaint follow-up, and all the other activities, build a closer friendship and greater satisfaction with gas service in the community and your consumer swears by your service and not at it.

The woman who despaired of ever making a good pie, but shown how to do it by a Home Service Director is a friend for life of the gas company. Household emergencies that for the moment appear to be tragedies in the home are often quickly solved by the quick wit of the Home Service Department.

The element of accident prevention by teaching the proper use of appliances and the desirability of quality appliances comes under this head as an objective in building customer good-will.

However, a word of caution here may not be amiss. The results of Home Service in the selling of gas and appliances are often so difficult of proving that, in an endeavor to justify Home Service, undue emphasis is sometimes laid on the good-will aspects. While there is no harm in emphasizing this phase of the work, it should never be used as a refuge for incompetence along the lines of the other major aims of Home Service.

(Editor's Note: This Home Service Committee Report is published here in part only, due to lack of space. Other sections of the report will appear in later issues of the American Gas Journal.)

Relations with Customers*

Report of the 1926 committee

J. M. Roberts

Chairman

IN arranging for the work of this year's Committee, it was decided that as the subjects presented, particularly two of them, were so different in character and so large in scope, that they could only be disposed of by treating with them as separate units and, therefore, three Committees were established with three sub-Chairmen as follows:

Co-operation By Public Utilities in Public Improvements—R. F. Bonsall, Chairman, Consolidated Gas, Electric Light and Power Company, Baltimore, Maryland.

The Gas Company and the New Customer—A. R. Keller, Chairman, Syracuse Lighting Company, Syracuse, N. Y.

Gas Companies' Correspondence with Customers—M. E. Brown. Chairman, Brooklyn Union Gas Company, Brooklyn, N. Y.

Your Committee, in looking over the work of a number of committees of the past years, is of the belief that the industry is to be congratulated on the advance that has been made in relations with customers.

In considering the three reports presented by the Committee on Relations with Customers, this year your attention is directed to an outstanding thought; that is, in dealing with our customers we are ready to do the unexpected things in the unexpected ways.

Mr. Keller and his Sub-committee have analyzed the care and attention that we should give to our new customers.

Mr. Brown and his Sub-committee are giving you some valuable suggestions in writing letters, and the effect on our customers of really good letters.

Mr. Bonsall and his Sub-committee deal with a phase of our business that is new, as far as the Accounting Section is concerned, and will tell you why we are treating with a situation that looks more like a distribution problem than an accounting one.

The value of tact in relations with our customers is also dominant throughout these reports.

We have tried to arrange our subjects and suggestions so that their application will cover most companies and localities, either large or small.

Each member of the Committee has given unsparingly of his time, and in thanking them collectively for their co-operation and co-ordination in preparing these reports, I know that they are in agreement with me in asking for your frank criticism, or any difference of opinion you may have, in open discussion.

Gas Company and the New Customer

Report of sub-committee

A. R. Keller

Chairman, Syracuse Lighting Co., Syracuse, N. Y.

THE operation of our public utilities must not and cannot be measured solely by monetary gain. The priceless Good Will which is the true measure of success and upon which the future of our gas industry depends can only be acquired and perpetuated by exercising the qualities of fairness, honor, and integrity.

We must secure the good will of our customers by deserving it, by giving them prompt and efficient service and by advertising it, not only to the new customer but to the old customer as well. With this thought in mind let us, as an industry, impress the public with our willingness to serve it, for we would be helpless without our customers' trust and confidence.

It was the opinion of your Committee that we consider:

1. Letters of welcome and personal contact, where possible, on receipt of requests for service.

2. A courteous Thank You letter for any purchase made.

3. A desire to make the customer feel that our service really means something.

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* Delivered at the Tuesday meeting of the Accounting Section, A. G. A. Convention, Atlantic City, Oct. 12, 1926.

4. Direct and immediate attention to any grievance or complaint, alleged or merited, that the customer may have in comparison with the service given him elsewhere, or to information that he requires as a new customer, never having used gas before.

5. Care should be taken not to involve a customer in previous bills at his new location that belong to a previous customer.

6. The service given him should be prompt and efficient.

7. That our gas rates, billing practices and methods of collection should be properly explained, possibly in pamplets.

8. Information concerning location of branches or appliance sales rooms.

9. Locations—whether the floor or apartment number should be indicated on bills.

10. Whether the taking of applications shall be dispensed with.

1. Letters of Welcome and Personal Contact, Where Possible, on Receipt of Requests For Service

It has been suggested that in our contact with the new customer, we make an effort to produce the maximum of satisfaction by dispatching letters of welcome to him indicating a spirit of appreciation and friendliness. Let's make him feel at home through a letter these suggestors say. Many utilities are doing this—why not all?

Letters are good, but not good enough. How about the personal contact? How about the handshake and the welcome to our city expressed orally? How about the assurance that the company will do all in its power to work with the new customer? The best way to make him feel that he will receive real efficiency, courtesy, and super-service is not the letter-writing way.

2. "Thank You" Letters For Purchases Made

While many companies send out a courteous thank you letter for any purchases made, your Committee is of the opinion that we should so put across our sales, or rather purchases made by the new customer, so that the personal interest of the employee making the sale will reflect the appreciation of the utility for the purchaser's business. Here we cannot too strongly bring out the fact that the "personal touch" of a salesman is one of the main sources of contact with the customer and care should be exercised in expressing a personality that is pleasing to the customer. If this point is watched closely the "thank you" letter is superfluous.

We believe, however, that all mail orders should be acknowledged by a short letter, thanking the customer for the business and inviting him to our offices at his convenience.

3. A Desire to Make the Customer Feel That Our Service Really Means Something

To impress its customers with its service, is the desire of every gas company. This service to really mean something, must be courteous, prompt and efficient at all times. Such service is the ultimate goal and yet it is here that many companies find their personnel weak.

Various forms of advertising will help to get this thought across but we must continually impress our employees with the value of interest and prompt attention to details involving service to the new customer.

4. Direct and Immediate Attention to Grievances

Your Committee cannot too strongly advocate the necessity of properly disposing of grievances and complaints immediately.

The new customer is the awaited opportunity to make another friend and no effort should be spared to sell him our service and with as little "red tape" as possible.

5. Care Should Be Taken Not to Involve a Customer in Previous Bills At His New Location Which Belong to a Previous Customer

Every effort should be made not to involve the new customer in a bill covering the indebtedness of a previous occupant, for the customer forms the opinion that if he had not been alert, the company would have put something over.

Nothing is more annoying to a customer than to receive a bill covering a period of time other than that during which he actually occupied the premises. This gives the customer the impression that the correctness of our bills may be questioned.

6. The Service Given a Customer Should Be Prompt and Efficient

That we should give our new customers, as well as old customers, prompt, cheerful and efficient service is essential. Right here is the place where you can make a booster or a knocker of the customer for very often the favorable impression made on a customer when he is in our offices is gone forever because of broken promises. How many times is there a misunderstanding as to price or number of payments? Do we promise to install a meter, service or a range on Wednesday and later find that the order never reached the shop or the shop was so busy that it could not execute the order until Thursday, or possibly we made the promise without ascertaining as to whether or not it could be done on the day specified and simply trusted to luck that it would be taken care of.

To give prompt service it is necessary that all departments coordinate and that particular care is exercised to see that departmental prerogatives are not involved, to the detriment of the customer. All service should be completed on the day the customer desires it and that this can be done is being practically demonstrated.

7. That Our Gas Rates, Billing Practices and Methods of Collection Should Be Properly Explained, Possibly in Pamphlets

and

8. Information Concerning Location of Branches or Appliance Sales Rooms

Gas rates, billing practices and methods of collection as well as information concerning location of branches or appliance stores should be explained to the new customer for frequently he is in a hurry and unable to spend the time to come to our general office. This information should be included in the booklet or pamphlet referred to under letters of welcome and so written up that the customer can understand and become interested from the start.

9. Locations

Locations, floor and apartment numbers should be shown on your bills as this not only assists the man delivering bills but is also helpful to assure the customer of our thoroughness in even knowing the location of the floor or apartment designation and also that we are billing for service on the correct meter.

10. Whether the Taking of Applications Shall Be Dispensed With

Dispensing with signed applications for gas service has long been in the minds of the executives of many utilities and from statistics gathered by your Committee it is evident that some companies have discontinued this practice while others are absolutely against its abolition. However, your Committee is of the opinion that there is considerable for discussion under this interesting subject and that we cannot do it justice without giving it full scope in a definite paper. It has been recommended, therefore, that it receive the attention of the Committee on Relations with Customers next year.

Summary

We have purposely omitted technical terms in this brief outline of the work of this Committee not because we underestimate your intelligence but because we have been constantly placing ourselves in the position of the new customer. Big words will antagonize more men than they will win. Our service men must meet the new customer with a knowledge of "United States as she is spoke" and be able to reply in kind.

Letters of welcome to the new customer are fine—by all means send them—but spend some money in getting a personal contact between the company and the prospect upon his first appearance, where possible. Get a real man, give him real responsibilities, make him realize as a real man will that his job is one of the biggest in the company, compensate him accordingly and he will give results.

Teach the new customer through employees by actual application, advertising and by every means in your power that the service of the company is worth money to him. Give him a smile over the 'phone and take time to get him right. Remember the slogan, The Voice With the Smile Wins is no idle assurance. A telephone voice is two-thirds of a telephone adjustment. The other third is intelligence.

Get the customer acquainted with the company through your introductory pamphlets or booklets and follow-up letters, giving advice and urging him to ask for information.

He profits most who serves best.

Gas Companies' Correspondence with Customers

Report of sub-committee

M. Elton Brown

Chairman, Brooklyn Union Gas Co., Brooklyn, N. Y.

THE subject of correspondence is so broad and general that it is obviously impossible for this Committee to present more than a limited outline, with occasional concrete suggestions, in a paper of this kind, in the time allotted. We have set the standard high, believing that our Association success is due, in a large measure, to the high ideals it has always maintained.

Correspondence is a universal problem. It is estimated that one-third of all office activities throughout the United States are centered in the handling of correspondence. Put it in Writing is a fine motto, but of little value, unless the writer can write well. There is a great need for education and training in the matter of letter-writing. Considerable improvement has been made in many companies, while much remains to be done in others.

We boast of years of development that span the

period between the Ink Horn Belted Scribe of the Fourteenth Century, who sat in the market place, and with parchment, quill, and nut-gall prepared the missive or petition to king, lord, or lady, and the modern office with its marvelous mechanical equipment, and busy operators. The underlying purpose in both cases is the same, to convey from one person to another some fact, request, or thought. It certainly was, and is, the desire to make this transfer intelligible and mutually agreeable.

The quality of written communications is of particular importance. When we consider the mass of business letters, complaints, and advertisements that pass over the desk of the average business man in a day, do we wonder that letters which do not display common sense, and are not built up on principles which progressive business has decided is right, find their way all too quickly into the waste paper basket?

(Editor's Note: This section of the report has been considerably abbreviated for want of space.)

Co-operation by Public Utilities in Public Improvements

Report of sub-committee

R. F. Bonsall

Chairman, Consolidated Gas, Electric Light and Power Company of Baltimore, Baltimore, Maryland

WHILE the Accounting Section is well aware that the problem with which it is dealing is largely an operating one, many companies are so organized that the Accounting Section carries the burden of the customers' complaints and attempts to rectify conditions which are unsatisfactory. It is with the idea of indicating its point of view that this paper is presented.

In its analysis of the problem of proper co-operation between public utilities and municipalities in connection with public improvements, your Committee has realized that these matters are of a purely local character and must be handled as such. In all municipalities, both large and small, public improvements are dominant today, and a considerable amount of underground work is usually involved. Primarily, the problem suggests itself as an operating department function, but an analysis of the practices followed in a number of cities shows it to be more and more one of service and customer relations. The department of the utility responsible for directing its policy in this respect should appreciate fully that co-operation with municipalities can be made to show results of inestimable value to the company.

It is our opinion that serious thought should be given to all contacts with municipal officials. Diplomatic treatment of the many phases of our work which bring us in touch with them, combined with an honest desire to co-operate, will work to the ultimate good of the utility in many ways.

In this connection the term "municipal official" is used to include state, city and county officials, as well as all highway commissions or controlling bodies. The committee has also kept in mind the dealings of utilities with sub-dividers, realtors, builders and paving contractors, realizing that property developed by them will some day come under municipal control.

Control of Municipal Contacts by One Executive

In all contacts with municipalities it is well to consider the advisability of centralizing authority in one executive. This plan will give assurance of a uniform policy in all transactions with the municipal authorities and provides a definite and well understood point of contact between them and the company.

Moreover, they will be impressed with the fact that there is someone in the company's management who is in close and constant touch with their particular problems. Definite allocation of responsibility and prompt execution of plans are other advantages which will result from the centralization of this authority in one executive.

Extension of Service to Public Buildings

A good opportunity to demonstrate interest in municipal improvements is afforded in the planning of extensions of service to public buildings. With proper contacts the company can go over the plans in advance with the architect and make suggestions as to adequate provisions for the company's service and meters. This preliminary consideration is of advantage to all, as frequently errors can be prevented which would otherwise result in delay and annoyance to city officials.

Use of Building Inspectors' Permits

A number of companies report having access to the municipality's record of permits for new build-

ings. Where such access is permitted a record of these permits can be made and filed in the company's office. After reasonable time has been allowed for the builder to start construction, the owner of the property should be consulted as to his gas requirements and the work planned so that it will be completed in advance of grading and laying of cement sidewalks. Promptness in making extensions is always a source of satisfaction to customers and city records can be used to advantage in avoiding delays.

The New Business Department can also make good use of the building inspectors' permits as live leads to prospective business.

Main Extension Programs

To anticipate gas requirements in a growing community and to be ready to supply service when, where and in the quantity wanted, requires a liberal extension program. Favorable publicity is the result when the company has provided ample facilities in advance of the individual requirements and with the least possible annoyance to the municipal authorities in the opening of recently improved streets for the purpose of making gas connections.

Appearance of Stations and Grounds

Companies operating in congested territories often find it necessary to locate sub-stations and holders in or close to residential neighborhoods. Such structures should be made so attractive in design that they will not detract from the neighborhood appearance. The use of vines, shrubbery and well-kept lawns give a pleasing appearance to even an ordinary structure. The technical press has recently carried several articles calling attention to the favorable public feeling which results from efforts in this direction.

Keeping Informed Concerning Paving Projects

Where the relations of the utility with the municipal authorities are cordial, arrangements can be made for the company to receive advance notice of all contemplated street work. The renewal of mains and services should then be completed in advance of paving operations. It is desirable that the owners of abutting property not already supplied with gas be informed of the proposed improvement and of the advantages of installing curb connections at once to avoid the necessity of later opening the newly paved streets.

Opening of Streets

Before any street construction work can be started, a permit is generally required from the engineer having charge of the highway. These permits are usually for a specified period of time. Utilities should respect the limitation of time by completing the work within the designated period.

Where paving is replaced by the city or under city supervision after the work of the company is completed, care should be used in back-filling and laying temporary paving, pending completion of the permanent work. Close attention to the manner in which the temporary work is performed and a systematic follow-up of its condition until the city completes the paving will eliminate holes and ruts. Much criticism of the utility by motorists and the public generally can be avoided in this manner.

Permission For Work on Private Property

Where streets and sidewalks are private property, and have been improved at the expense of the property owners or the real estate developer, permission should be obtained before such improved roadway or sidewalk is disturbed to install main or services.

Traffic Obstructions

The convenience of the public should be given careful consideration whenever it is necessary to obstruct traffic by means of barricades. Routine repairs which may interfere with traffic should be made at the most opportune time. For an office engineer to issue orders for the delivery of pipe, specifying when work should actually be started and how it should proceed, without regard to local conditions or the rights of the public is to invite complaint and justified criticism.

Co-Operation in Civic Improvements

In the relocation of mains and services to meet a change in street grades, widening of streets, changing of curb radius, installing or enlarging sewer pipes and conduit systems and all similar improvements, an opportunity is offered for co-operation with the city administration by promptly changing any existing structure that may interfere with the proposed civic improvement.

An effective plan is now in operation in several of the large cities and could be applied in small communities as well. A committee composed of a representative from each of the public utility companies having underground structures which may be affected by the municipal improvements is formed. This committee's function is to co-operate with the various departments of the city in the advance planning of changes. The committee can also function as an inter-company planning body. All suggested improvements are submitted and discussed by this committee prior to the awarding of the contract and some mutually satisfactory plan of procedure agreed upon.

A careful study of advance plans of a city improvement may offer suggestions for a revision which will not only meet the city's requirement but result in a saving to them. It may also lessen the burden on the utility. Such co-operation is appreciated not by the city administration, but by the public at large.

Interruptions to Gas Supply

It is desirable from every standpoint that interruptions to gas service caused by improvement operations should be avoided entirely or minimized. When it is necessary to make changes or repairs which would otherwise interrupt service to customers, temporary mains or services should, wherever possible, be laid on the surface. This action insures an ad-

equate gas supply to customers during the time repairs are being made. Any reasonable expense incurred in giving customers continuous service is a sound investment in municipal favor and public good will.

Street and Highway Lighting

Where streets or highways are lighted by gas, too much stress can not be laid upon the importance of a close and proper contact with the department of the city having jurisdiction over such lighting systems. Where a suitable plan of street illumination has been carefully worked out in advance, arrangements can be made for connections to proposed street lighting units at the time of laying mains and services for abutting properties. The advantages of this plan are two-fold, in that installation costs are reduced and the necessity of breaking pavement is avoided when street lights are installed.

Co-Operation With Trade Associations

The establishment of contacts with private organizations interested in real estate developments may seem outside the sphere of this report. It should be remembered however, that streets are often paved by the developer and are later taken over by the city authorities.

Extension of mains should be provided and connections to curbs or building lines established. Otherwise the company may be criticized for opening an improved pavement to connect a service which might have been laid before the street was improved. Subdividers will usually be glad to co-operate in the providing of adequate facilities.

Cordial relations should also be established with builder associations, plumbers and community improvement groups at which common problems are discussed and a better understanding developed. This idea has possibilities which should not be overlooked or under-estimated.

Membership in Civic Associations

It is the opinion of the committee that important benefits are to be derived from active membership in civic associations by utility officials. The more active the participation in the deliberations of these organizations, the greater the benefits will be. By taking an interest in such activities closer contact with municipal affairs is had and the company gains the reputation of being a factor in the community's progress.

Conclusion

The suggestions outlined are believed worthy of careful consideration on the part of all gas companies. They are the result of a close study of the most effective methods of insuring co-operation with municipal officials.

The co-operation of utilities with municipalities is a most important phase of customer relations. As such it merits equal consideration by committees dealing with the vital subjects of a utility's relations with its customers.

(Editor's Note: The Relations With Customers Report has been considerably abridged in certain parts due to want of space. The complete report can be secured from the A. G. A.)

Progress in Gas Chemistry*

Report of 1926 committee

A. C. Fieldner[1]

Chairman

THE 1926 Chemical Committee, consisting of 24 members, was organized in December, 1925, and held two meetings in New York, one on January 18 and the other on March 29. Both meetings were well attended.

At the first meeting Mr. Haftenkamp, chairman of the Technical Section, expressed his views that the Chemical Committee should broaden its activities to include as a major function the submitting of annual reports on progress in chemistry and physics in relation to the gas industry. The committee should be the scientific eyes of the association; it should review the field of chemistry and physics the world over and should call attention to the results of research and the discoveries in science which might be applied in the gas industry. The influence of these discoveries on the trend of the gas industry and on the crystallization of new research problems should be pointed out.

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[1] Chief chemist, U. S. Bureau of Mines, and Superintendent, Pittsburgh Experiment Station, Pittsburgh, Pa.

* Presented before the Tuesday meeting of Technical Section, A. G. A. Convention, October 12, 1926.

Annual Progress Report

The Chemical Committee accepted these suggestions from the Managing Committee with considerable enthusiasm and concentrated on the preparation of a review of "Recent progress in chemistry and physics in relation to the gas industry."

Twenty members of the committee have co-operated in each preparing a chapter to a particular phase of the industry as, for example, constitution of coal, tar refining and tar products, gas purification, physical and chemical properties of coke, etc. The review covers a period of from three to ten years back or even more where it seemed desirable in order to have a proper background for emphasizing recent trends or impending changes of importance. The subsequent annual review reports (and it is the recommendation of the committee that these reviews be submitted annually) will be much shorter, since they will be limited to one-year periods. Following is the table of contents of the "Review" which constitutes Appendix 1 of this report:

The Extent of the Review

Chapter

1. Constitution of coal.....J. J. Morgan
2. Physical and chemical properties of coke in relation to its manufacture and use, A. R. Powell
3. Carbonization of coal.....H. J. Rose
4. Water gas manufacture.....W. H. Fulweiler
5. Complete gasification of coal—Use of oxygen for gas making.....R. S. McBride
6. Gas oils and carburetion.....E. F. Pohlmann
7. New processes of interest.....R. T. Haslam
8. Condensing and scrubbing—Cleaning of combustible gases with Cottrell Electrical Precipitation process.....N. W. Sultzer
9. Tar refining and tar products.....J. M. Weiss
10. Light oil recovery and refining..E. F. Pohlmann
11. Ammonia recovery.....N. F. Prince
12. Recovery of by-products other than tar, ammonia and light oil.....H. A. Curtis
13. Gas purification.....F. W. Sperr, Jr.
14. Corrosion.....W. J. Huff
15. Materials of construction.....J. F. Anthes
16. Utilization of manufactured gas..E. R. Weaver
17. Blending natural and manufactured gas, C. J. Wright
18. Recovery of waste heat in gas manufacture.....E. L. Hall
19. Analytical methods and tests...A. F. Kunberger
20. Application of physical and physico-chemical research to control measurements in gas manufacture.....S. P. Burke

Sub-Committee On Analyses and Tests

The Sub-committee on Analyses and Tests, consisting of A. F. Kunberger, chairman; W. H. Fulweiler, C. A. Lunn, A. R. Powell, N. F. Prince and C. C. Tutwiler, which now includes the former sub-committee on Editing the Gas Chemists' Handbook, has completed two revisions of methods for the Gas Chemists' Handbook. These revisions were submitted for letter ballot to the membership of the Chemical Committee and have been approved for publication, the vote being as follows:

(1) Revision of Methods of Analysis of Purifying Material: 11 affirmative votes, 1 negative, and 12 members refrained from voting.

(2) Revision of Methods and Tests in Chapter on Ammonia: 15 affirmative votes, none negative, and 9 members refrained from voting.

The complete text of these two revisions which are recommended for publication in the next edition of the Gas Chemists' Handbook are given in the report of the Sub-committee on Analyses and Tests, which constitutes Appendix 2 of this report.

Sub-Committee On Testing and Evaluation of Gas Oil

C. A. Lunn, chairman, W. H. Fulweiler and R. B. Harper compose this sub-committee, which is part of a joint committee with the American Society for Testing Materials. As these methods have remained tentative during the past year on the records of the A. S. T. M., no action was taken by the sub-committee. It is recommended that this sub-committee be continued during the next year and return a final report, if feasible.

Suggestions For 1926 Committee

The present Chemical Committee hopes that the next and future committees will follow up the initial publication this year of the "Review of progress in chemistry and physics in relation to the gas industry" by the publication of an annual report of progress in the same subjects, the scope of which is limited to one year. These annual reports need not be long, but they should include all the outstanding developments of importance during the year, and they should stimulate a growing appreciation by gas executives of what the advances in the various fields of science during the year mean to the industry.

The second large task for the Chemical Committee falls principally on the Sub-committee on Analyses and Tests, which includes the revision of the Gas Chemists' Handbook. Although a number of the chapters in this book have been revised recently, much more work remains to be done. Science and technology are making such tremendous strides that it is extremely difficult to keep such a handbook constantly up-to-date. It is suggested that the future sub-committee continue its co-operation with the A. S. T. M. wherever possible and that they give particular attention to the determination of naphthalene, indene and similar compounds in manufactured gas.